



Connection offline

Technical Service Bulletin

Transaction No.: **2082306/1**

91 Workshop info: head-up display image disappears for approx. 7 seconds and event memory entry B1B68F0 in DA0082

Release date: Jun 10, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2024	All	With head-up display (PR code KS3) 005F Information electronics 1 Software part number: *89A*.035.* Software version: 3***

Customer states:

The head-up display image disappears for a brief period (approx. 7 seconds).

Workshop findings:

The DTC **"B1B68F0 - Head-up display control module malfunction in display"** is logged in the head-up display (diagnostic address 0082).

Technical Background

The head-up display is switched off briefly due to a demand from another component/control unit in the vehicle. If several of these demands occur in succession, the display may be switched off for the entire driving cycle.

This is not caused by the head-up display itself but is due to an external demand or an external input status from the surroundings of the vehicle, the video chain or the sensors which are detected by the head-up display. External environmental influences such as driving through tunnels or gorges or along avenues with changing light conditions can play a role in this.

The display is switched off to prevent the customer from potentially being distracted while driving.

Production Solution

Not applicable.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2071758: *90 PSS HUD: Display disappears for approx. 7 seconds (DTC B1B68F0)*.

Please check the extended ambient conditions of the event memory entry **"B1B68F0 - Head-up display control module malfunction in display"** in the head-up display (diagnostic address 0082).

The reason why the display was switched off can be found in the extended ambient conditions (diagnostic address 0082) under **"Param_ActivSMError"**:

- **“SM03_07_FS_E2E_RLS_TIMEOUT_ERR”**: The cause is an intermittently missing signal from the rain and light sensor, e.g. due to an incorrect part being installed after replacing the windscreen or of damage to the wiring to the rain and light sensor.
- **“SM08_FS_FLASHING_ERR”**: The cause is flashing or cyclical brightening and dimming of the head-up display image at a frequency between 2.5 und 25 Hz. This may be caused e.g. by external environmental influences with rapidly changing light conditions if these cause the head-up display image to brighten and dim cyclically.
- **“SM11_FS_DES_LVDS_ERR”**: The cause is related to the LVDS line, e.g. the LVDS line itself is damaged or there is a loose contact at the connectors.
- **“SM16_FS_VD_VACTIVE_ERR”**: The head-up display has detected that the timing of the video signal from the MMI no longer complies with specifications. The cause is in the video chain between the MMI and the head-up display, e.g. in the MMI video output, the LVDS transmission or the signal quality at the head-up display input.

Warranty

Billing under warranty via this TSB is not permitted.

In the event of repair work on the component/control unit which originally caused the issue, please use the service number of the part which caused the damage for invoicing and **NOT** the service number of the head-up display.

Additional Information

All part and service references provided in this TSB (**2082306**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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