



Technical Service Bulletin

90 Message "SOS emergency call: malfunction!" warning message in DIS without a DTC

90 17 88 2049741/1 December 13, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, Q5, and Q7	2017 - 2018	All	With connected gateway

Condition

A sporadic or permanent warning message appears in the driver information system (DIS) (Figure 1).



Figure 1. Warning message "Emergency call function: malfunction!"

The message can appear in the instrument cluster without DTCs logged in the data bus diagnostic interface, J533 (address word 0019).

Note:

There are no DTC(s) for this message, if there is a DTC associated with the message then diagnose the concern further.

Technical Background

The software needs to be updated in the data bus diagnostic interface, J533 (address word 0019).

Production Solution

Not applicable.



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Service

No repair is available at this time.

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. Instruct the customer that this condition is known, and a solution is under development.
3. This TSB will be updated when a solution is available.

Warranty

A parts replacement or repairs do not fix the problem. Any repairs for this concern may be denied.

Additional Information

All parts and service references provided in this TSB (2049741) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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