Technical Service Bulletin

91 SOS Emergency call function deactivated message in the cluster, DTC U153E00 stored in the telematics module

91 19 94 2055945/2 September 30, 2019. Supersedes Technical Service Bulletin Group 91 number 19-79 dated August 26, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A6, A7, A8, Q5, Q7, and Q8	2019 - 2020	All	With ConBox Low

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised header (Added A8)
		Revised *Technical Background* (Updated information)
		Revised *Service* (Updated static DTC scenario)
		Revised *Warranty* (Added Labor Operations)
1	08/26/2019	Initial publication

Customer states:

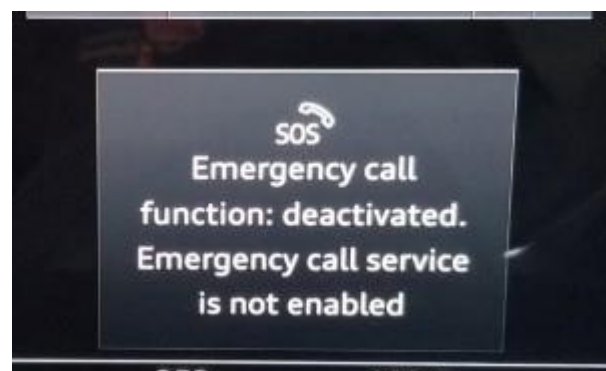- The warning message "SOS Emergency call function deactivated" is seen in the instrument cluster (Figure 1 or 2).

Figure 1. SOS warning in the instrument cluster.

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Figure 2. *SOS warning in the instrument cluster.*

Technical Background

The warning message is generated by the telematics control module (ConBox Low for MY19), J949 (address word 0075) and is primarily used in two different scenarios:

- When there is a hardware or software malfunction of the control module.

- When there is a problem connecting to the Mobile Network Operator (AT&T).

For problems related to the cellular network, the following DTC may be found in in the telematics control module, J949 (address word 0075):

- **DTC U153E00** (Emergency call module and communication unit Recognition in mobile communications network not possible).

This DTC will set the warning message upon the vehicle losing signal to the MNO (AT&T). However, depending on how long the signal is lost, the vehicle may require a full sleep cycle in order for the DTC to change to sporadic and thus allow the warning message to be turned off in the cluster.

Example Customer Scenarios:

- When a customer is on a long drive through an area where AT&T has little-to-no service, the warning message will be seen. If the vehicle is driven for 15-30 minutes with no service, then the vehicle may take a full hour before it retries to connect to the AT&T network. This is a requirement of AT&T. When the customer drives back into an area of service, the SOS light may stay off or red until the vehicle has been in a service area for up to one hour, or until the vehicle is turned off long enough for the vehicle systems to go through a sleep cycle.

- If the vehicle is operated continuously in an area with no service, then each time the vehicle is turned on the warning will be seen and heard. This is true of when the vehicle is operated outside of the United States of America (Canada, Mexico, or overseas) since there are no supported cellular service providers in these areas.

- For certain MY20 vehicles, the telematics control module will be changed to a new ConBox High system. This new system will be updated so that the warning message is not seen or heard in the above two

scenarios. Instead, the customer will need to rely on the SOS button LED status to understand if the system is functioning normally.

- Currently, there is no service solution. If a solution becomes available, then this bulletin will be updated to include the service solution.

Production Solution

MY2020 series production software change to update the behavior of the telematics control module/ConBox High system when the vehicle experiences no MNO service.

Service

If the DTC is found sporadic

1. Follow the recommended troubleshooting steps provided by GFF.

2. Please note the time and date when the DTC was set and document it in the repair order in the event the car returns for a repeat repair.

3. If the SOS button LED is green, then tell the customer that this warning is normal and is shown whenever the vehicle is driven in an area with little-to-no LTE service with AT&T.

4. No further analysis is required.

If the DTC is found static and the warning message does not go away after a bus sleep cycle:

1. Follow the recommended troubleshooting steps provided by GFF for all other DTC's.

2. Ignore the recommendation to replace the hardware if recommended by GFF unless there is a DTC for "Control Module Faulty", only then should the hardware be replaced.

3. If the SOS button LED is red or off, then gain access to the J949 - Emergency Call module (see Elsa).

4. Move the vehicle outside where it can get a full view of the sky for better cellular reception.

5. With the ignition off, remove the backup battery from the module and disconnect the main connector from the J949 - Emergency Call module.

6. Let the vehicle sit for 2-3 minutes.

7. Insert the backup battery into the telematics control module and reconnect the connector.

8. Turn the ignition on and let the vehicle sit for 5-10 minutes to allow the GPS system to gain a full 3D lock on the vehicle's position. A GPS lock is required for the system to fully activate with the Audi connect backend.

9. Check for the SOS button LED to be green. If it isn't green then check with someone at the dealership that has AT&T mobile service and see if the reception in the area is poor or if the cell phone is not able to access the internet or make calls using AT&T's LTE service (try accessing a web page or YouTube on the phone). It is possible the phone may show multiple bars of service but cannot make a call or receive data. This happens when the network is overloaded.

10. If there is no issue with AT&T mobile reception on a cell phone then open a TAC contact for further assistance.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9170		
Damage Code:	0010		
Labor Operations:	Telematics control module remove + reinstall	9170 19XX	See SRT
	For Models that require a Seat Removal, use the following (SRT's vary):		
	Front seat remove + reinstall	7201 1900	See SRT
	For Models that require a luggage trim removal, use of the following (SRT's vary). ⚠️ **Note:** *Use the telematics removal/reinstall labor op code that already includes the luggage compartment "rear trim" and then add this "side trim" labor op. Rear trim and side trim are two different and unique labor operations.*		
	Side trim, luggage comp. (rear) remove + reinstall	7003 2000	See SRT
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU

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	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2055945/2		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All part and service references provided in this TSB (2055945) 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.