Technical Service Bulletin

91 SOS Warning displayed in the instrument cluster, no communication to the telematics control module

91 20 28 2056076/6 January 14, 2020. Supersedes Technical Service Bulletin Group 91 number 19-15 dated December 4, 2019 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
6	-	Revised header (Updated models)
5	12/04/2019	Revised *Service* (Updated Step 1)
4	11/08/2019	Revised *Warranty* (Added Labor Operations)

Customer states:

- An SOS Warning is displayed in the instrument cluster (Figure 1).

Figure 1. Emergency call malfunction warning.

Workshop findings:

- No diagnostics communication can be established with the control module for emergency call module and communication unit (telematics control module or ConBox), J949 (address word 0075).

Technical Background

A software bug can cause the control module to freeze during cold start.

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Production Solution

Not applicable.

Service

1. Remove and unplug the telematics control module, J949 (address word 0075) according to the repair manual in Elsa.

2. Open the battery compartment of the telematics control module, J949 (address word 0075) and disconnect the backup battery.

Figure 1. *Backup battery compartment location.*
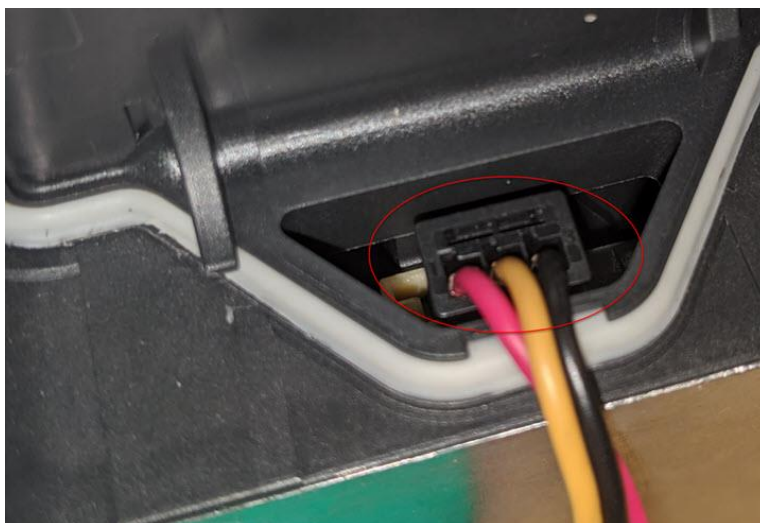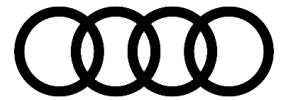
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Figure 2. Backup Battery connector (no release mechanism).

3. Leave the battery disconnected for approximately 60 seconds.

4. Reinstall the backup battery back into the telematics control module, J949 (address word 0075).

5. Reinstall the telematics control module, J949 (address word 0075) back into the vehicle.

6. **If ODIS still cannot connect** to the telematics control module, J949 (address word 0075), follow the ODIS test plan.

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:	0039		
Labor Operations:	Telematics control module remove + reinstall	9170 1950 **Or** 9170 1900	See SRT and associated predecessor by model

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	Replace and reinstall the telematics control module backup battery	9170 9999	5 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2056076/6		

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 (2056076) 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.