



Technical Service Bulletin

91 ConBox High: SOS emergency call malfunction, DTC B18BD11 or B18BD13 stored in the telematics control module

91 20 87 2060197/1 July 16, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5	2020	All	Conbox High

Condition

Customer states:

- The message "Emergency call function: malfunction! Function restricted. Please contact service" is displayed in the instrument cluster.

Workshop findings:

One of the following DTC(s) may be stored in the telematics control module, J949 (address word 0075):

- DTC B18BD11** (mobile phone aerial 1 for emergency call module and communication unit, short circuit to ground).

Or

- DTC B18BD13** (mobile phone aerial 1 for emergency call module and communication unit, interruption).

Technical Background

Possible water ingress due to a damaged seal.

Production Solution

Not applicable.

Service

- Replace the mobile phone aerial 1 for emergency call module.
- Replace the antenna wire between the mobile phone aerial 1 for emergency call module and the telematics control module, J949 (address word 0075).



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Warranty

Claim Type:	<ul style="list-style-type: none"> • 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:	9128		
Damage Code:	0010		
Labor Operations:	Remove and install aerial	9138 1965	See SRT with associated operations
	Remove and install telematics control unit	9170 19XX	See SRT with associated operations
	Replace aerial cable	9128 5599	100 TU
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
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2060197/1		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA/ELSA	Mobile phone aerial 1 for emergency call module	01



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See ETKA/ELSA	Antenna wire	.13
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Additional Information

All part and service references provided in this TSB (2060197) 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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