



# Technical Service Bulletin

## 91 SOS Warning displayed in instrument cluster, DTC B18BE13 or B18BD13 stored in the telematics control module

91 21 52 2054038/3 November 17, 2021. Supersedes Technical Service Bulletin Group 91 number 19-82 dated August 26, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, Q7, and Q8	2019 - 2020	All	ConBox
A4, A4 allroad, and S4	2019	All	ConBox
A6 allroad, S6, RS 6, S7, RS 7, SQ8, and RS Q8	2020	All	ConBox

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added Model Years) Revised <i>Technical Background</i> (Added a detailed explanation of failure mode) Revised <i>Warranty</i> (Updated Labor Operations)
2	08/26/2019	Revised header (Updated VIN break) Revised <i>Warranty</i> (Added Labor Operation)
1	02/28/2019	Initial publication

### Customer states:

- An SOS Malfunction indication is shown in the instrument cluster.

### Workshop findings:

The following DTC may be stored in the telematics control module (ConBox), J949 (address word 0075):

- **DTC B18BE13** (Mobile communications antenna 2 for emergency call module/open circuit).
- **DTC B18BD13** (Mobile communications antenna 1 for emergency call module/open circuit).



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## Technical Background

If the ConBox is not properly seated in its mount before the 4 pole antenna connector is connected, it can lead to the pins in the connector being widened, losing contact between the antenna and the ConBox.



*Figure 1. Telematics Control Module (J949) Connector.*

## Production Solution

Optimized assembly process.

## Service

1. Remove the original 4 pole connector including its pins and remove a section of the vehicle's coaxial wiring for the applicable antenna circuit.

Measure the length of coaxial wiring to be removed based on the adapter antenna cable you are using. This will ensure that the removed section is the same length as the adapter antenna cable (000 098 714).

2. Replace the original 4 pole connector and cable with the new connector harness and pins.
3. Before plugging the new 4 pole connector in, make sure that the telematics control module, J949 (address word 0075) is mounted properly in its bracket.



**Note:**

Do not tilt the control module while plugging in the 4 pole connector. Tilting the control module while plugging the connector might damage the new pins.



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4. Clear the DTCs via ODIS.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	9128		
<b>Damage Code:</b>	0023		
<b>Labor Operations:</b>	2 Antenna cable repair	9128 4151	See SRT with associated operations
	Telematics control module remove + reinstall	9170 XXXX	See SRT and associated predecessor by model
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2054038/3		

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



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See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA
VAS 6720	Antenna (Aerial) Cable Repair Set	01
4N0035576F	4 pole connector housing for antenna bush plug	01
000098714	Adapter cable	01

## Additional Information

All parts and service references provided in this TSB (2054038) are subject to change and/or removal.

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