



# Technical Service Bulletin

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**PSS 91 SOS emergency call malfunction, DTC B129B13 and B129C13 are stored in the emergency call control module**

**91 22 79 2061626/2 February 18, 2022. Supersedes Technical Service Bulletin Group 91 number 20-44 dated December 9, 2020 for reasons listed below.**

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5 Cabriolet	2020	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	--	Revised service (updated expected release date)
1	12/09/2020	Initial publication

### Customer states:

- The message “SOS – Emergency call malfunction, please contact service” is displayed in the instrument cluster.

### Workshop findings:

The following DTCs are stored in the control module for the emergency call module and communication unit, J949 (address word 0075):

- DTC B129B13** (microphone 1, open circuit).
- DTC B239C13** (microphone 2, open circuit).

## Technical Background

A software malfunction can cause the aforementioned DTCs to be entered erroneously.

## Production Solution

Not applicable.

## Service

1. Clear the DTCs.



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2. Explain to the customer that a solution is forthcoming in the 3<sup>rd</sup> quarter of 2022 and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Access Audi (under *Related Links* >> *Service*), or through the Technical Assistance page in Elsa. Warranty

## 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>	9170		
<b>Damage Code:</b>	0039		
<b>Diagnostic Time:</b>	GFF	0151 0000	Time stated on the diagnostic protocol (Max 25 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 2061626/2		

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 (2061626) 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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