

Technical Service Bulletin

Topic	91 Emergency call function (SOS) fault, function partially available. Please contact workshop, DTC B105313
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2048360/6
Level	EH
Status	Released for publishing
Release date	Mar 6, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services -> automatic emergency call -> automatic online emergency call	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> automatic emergency call -> automatic online emergency call	functionality -> partially out of order	
information, navigation, communication, entertainment -> Online Services -> automatic emergency call -> automatic online emergency call	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> Online Services -> automatic emergency call -> automatic online emergency call	control modules, services -> error message	
information, navigation, communication, entertainment -> Online Services -> automatic emergency call -> automatic online roadside assistance call	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> automatic emergency call -> automatic online roadside assistance call	functionality -> partially out of order	
information, navigation, communication, entertainment -> Online Services -> automatic emergency call -> automatic online roadside assistance call	control modules, services -> error message	

Vehicle data

Q7NF From 11/21/2016 Production

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4M*	2017	A		*	*	*
4M*	2018	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	F7	*	H	*	000001	999999		
WA1	*	F7	*	J	*	000000	028166		Nov 23, 2017

PR numbers

PR numbers
?:with IW3
?:or ?:with IW5

Documents

Document name
master.xml

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Transaction No.: **2048360/6**

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Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised title (Updated for clarity) Revised <i>Service</i> (Updated verbiage throughout TSB) Revised <i>Warranty</i> (Updated Labor Operations)
5	08/7/2019	Revised title Revised <i>Warranty</i> (Updated Labor Operations)
4	04/26/2018	Revised header (Updated VIN break)

Customer states:

- Yellow SOS indicator lamp lit up in instrument cluster (Figure 1):



Figure 1. SOS warning lamp.

The message: "Emergency call function: fault. Function partially available. Please contact workshop."

Workshop findings:

The following DTC is found in the data bus on board diagnostic interface. J533 (address word 0019) and can be static or sporadic.

- DTC B105313** (GSM Antenna Open circuit). **Symptom 2563.**

Technical Background

The contact on the wiring of the emergency call aerial may have been damaged in production. This can cause the concern specified above.

Production Solution

Revised installation procedures in production as on 11/23/2017.

Service

- If **DTC B105313** (GSM antenna Open circuit) is **NOT** found in the data bus on board diagnostic interface, J533 (address word 0019), then this TSB does not apply.

2. Inspect the coaxial wiring at the SOS Antenna (R263):

- Switch off the ignition
- Remove the left luggage compartment side trim panel according to repair manual.
- Perform a visual inspection of coaxial wiring, if wiring is under tension or kinked (Figure 2), continue with TSB.



Figure 2. Coaxial wire kinked at R263 SOS Antenna.

3. Repair existing coaxial harness:



The information in the manual for VAS 6720 on how repairs on the emergency call aerial wires are prohibited does not apply to repairs instructed by a TSB.

Figure 3. Cut the coaxial harness 250mm (9 3/4 inches) from the Fakra connector.

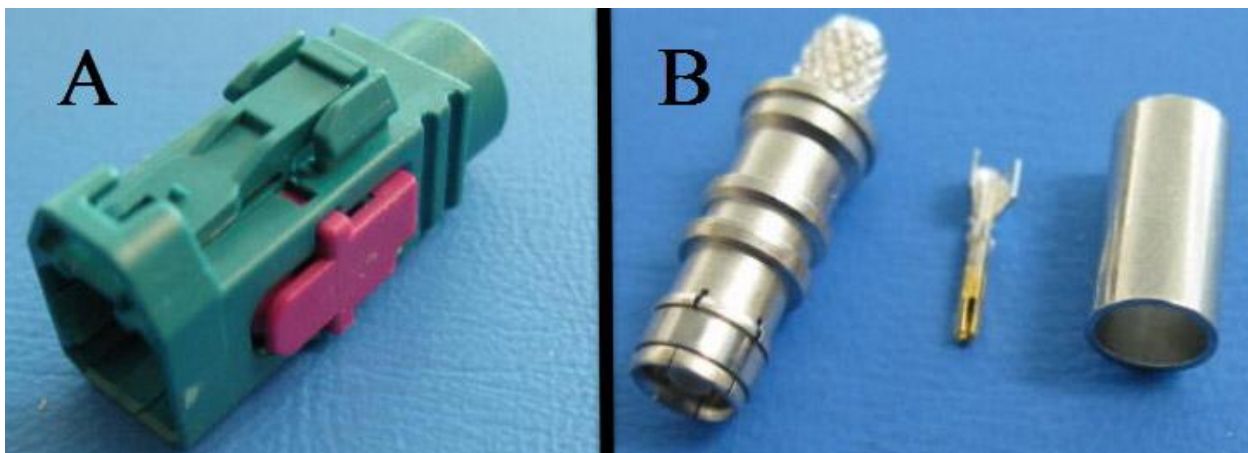


Figure 4. A: Fakra Housing 6Q0035576K, B: Fakra Terminal: 000979910.

4. Complete the repair:

- Install the right angle adapter antenna cable (Figure 5) between the newly installed Fakra connector from step 3 and the SOS antenna. Re-install all components.
- See Figure 6 for optimal wire routing path.



Tip: The cable must be free of tension around the area of the connector.



Figure 5. Right Angle Adapter Antenna Cable 000098710A.

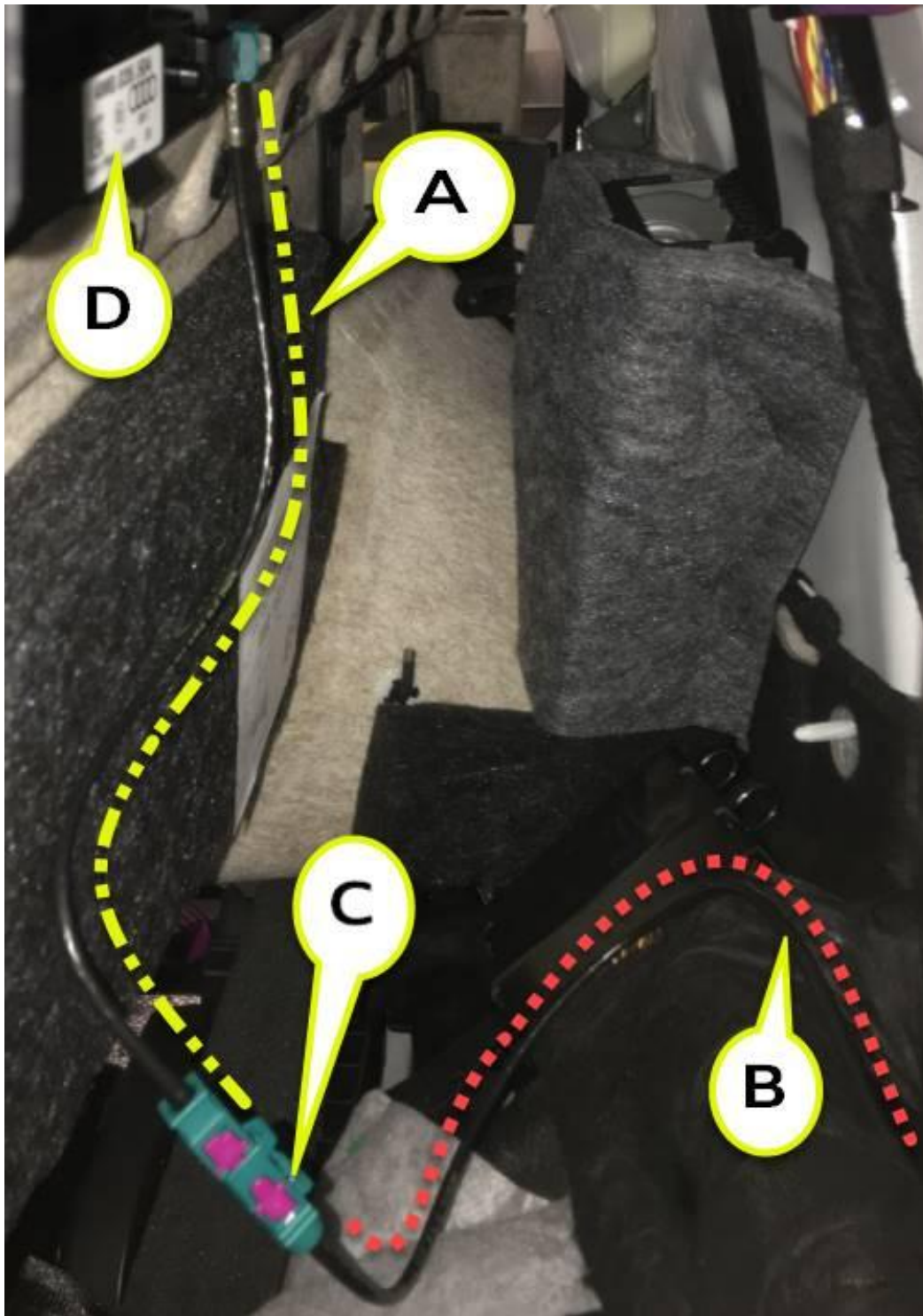


Figure 6. Modified R263 antenna wiring. A: Right Angle Adapter Antenna Cable 000098710A. B: Vehicle Coax Harness. C: New FAKRA connector. D: R263 SOS Antenna.

Warranty

Claim Type:	If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	9725

Damage Code:	0023		
Labor Operations:	Side trim, luggage comp. (rear) remove + reinstall	7003 1900	See SRT with associated operations
	Repair aerial cable	9128 4199	40 TU
	GFF	0150 0000	Time stated on the diagnostic protocol
	Charge Battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2048360/6		

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.

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
000098710A	Adapter antenna cable	01
6Q0035576K	Connector housing for antenna-bush-plug	01
000979910	1 set of aerial female connectors	01
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (**2048360**) are subject to change and/or removal.

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