

Technical Service Bulletin

Topic	91 OCU3 High: DTC U178500 Software error, passive / sporadic
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2073131/4
Level	EH
Status	Released for publishing
Release date	Sep 26, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0075 - Emergency call module and communication unit	U178500: Control module for emergency call module and communication unit Software error		Intermittent

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Telematics, online services	functionality	
information, navigation, communication, entertainment -> malfunction display symbols -> interference display for emergency call service	functionality -> activates	

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Telematics, online services -> Telematics control module / online services	functionality -> misfire	
information, navigation, communication, entertainment -> Telematics, online services -> Telematics control module / online services	control modules, services -> with fault stored in the DTC memory	

Vehicle data

MQB OCU3High

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8Y*	2022	A		*	*	*
8Y*	2023	A		*	*	*
8Y*	2024	A		*	*	*
8Y*	2025	A		*	*	*
F3*	2022	A		*	*	*
F3*	2023	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F3*	2024	A		*	*	*
F3*	2025	A		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0075 - Emergency call module and communication unit	5WA.035.285.C	0322	*	*
0075 - Emergency call module and communication unit	*8Y0*.035.282.D*	0144	*	*
0075 - Emergency call module and communication unit	*5WA*.035.284.G*	0143	*	*
0075 - Emergency call module and communication unit	8Y0.035.283.A	0021	*	*

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (added MY 25) Revised <i>Service</i> (updated procedure)
2	07/17/2024	Revised <i>Condition</i> (Updated wording) Revised <i>Technical Background</i> (updated wording) Revised <i>Production Solution</i> (updated content) Revised <i>Service</i> (updated procedure)
1	02/23/2024	Initial publication

Customer states:

- Emergency call fault displayed on the instrument cluster (Emergency call function: fault. Function unavailable. Please contact workshop).

Workshop findings:

The following DTC and symptom code is logged in the *Control Module for Emergency Call and Communication Unit (OCU)* -J949-, (address word 0075):

- DTC U178500:** Control Module for Emergency Call Module and Communication Unit, software error (passive/sporadic).

Technical Background

Restricted function due to a software issue in the emergency call module and communication unit -J949-

Production Solution

There will be no production solution due to the upcoming EOP (end of production) of the affected component.

Service

Proceed as follows for the complaint described:

- Perform the suggested ODIS routine: "0075 "0075 - Check control module configuration" configuration".
- Please then check whether the emergency call LED is green.
- Replacing the emergency call module control unit and communication unit J949 does not fix the problem.

CAUTION

The complaint may re-occur. If the complaint occurs again, please repeat the procedure above.

A software update for service with a solution for the emergency call module and communication unit J949 control unit is being planned which will permanently rectify the complaint.

- **Model years 2021 – 2023:**

For vehicles of model years 2021, 2022 and 2023, a software package is being developed for a group of control units so that several complaints can be fixed in one repair. Cluster 37 service package 2.

TSB 2076404: *00 Deployment overview for customer service packages MLB and MQB for MIB3/connectivity box/OCU3/LSR).* describes how this software package will be distributed and used.

Billing is performed via the accounting instructions stated in the respective TSB with update instructions.

- **Model Years 2024 and 2025:**

For vehicles of model years 2024 and 2025, a software package is being developed for a group of control units so that several complaints can be fixed in one repair. Cluster 3B+ customer service package.

TSB 2079416: *91 MMI: overview of customer service packages MLB and MQB for MIB3/ConBox/OCU3/AED2/gateway after UNECE deployment* describes how this software package will be distributed and used.

Billing is performed via the accounting instructions stated in the respective TPI with update instructions.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9170		
Damage Code:	0039		
Labor Operations:	GFF	0150 0060	Time stated on the diagnostic protocol
	GFF	0150 0010	See SRT with associated operations
Claim Comment:	As per TSB 2073131/3		

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.

Additional Information

All part and service references provided in this TSB (**2073131**) 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.

©2025 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.