



Technical Service Bulletin

91 SOS warning displayed in instrument cluster, DTC B191604 is stored in the gateway control module

91 20 58 2051664/3 December 18, 2020. Supersedes Technical Service Bulletin Group 91 number 19-33 dated February 5, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, Q5, and Q7	2018	All	connected gateway

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> (Updated Labor Operations)
2	02/05/2019	Revised title Revised header (Remove MY2019) Revised <i>Production Solution</i> (Updated information) Revised <i>Warranty</i> (Updated Labor Operations)
1	06/26/2018	Initial publication

Customer states:

- The warning message "Emergency call function: malfunction! Restricted functionality. Please contact Service" appears in the instrument cluster (Figure 1).



Figure 1. The warning message is shown in the instrument cluster.

Workshop findings:



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The following DTC may be stored in the gateway control module, J533 (address word 0019) as static or intermittent:

- **DTC B191604** (Backup battery Faulty).

Technical Background

Incorrect software parameter for the connected Gateway's back-up battery charge monitoring. The system must be reset by performing a manual discharge of the connected Gateway's backup-battery.

Production Solution

The part is no longer used in production.

Service

1. Perform a manual discharge of the connected gateway's back-up battery by removing constant power (KL30) and accessory power (KL15), while KL15 is switched on.

This will force the connected gateway to draw power from the backup battery, lowering the voltage of the back-up battery.

Several discharge cycles may be needed for the voltage of the back-up battery to fall within the specified parameters.



Note:

The steps for the manual discharge, 4 through 8, are to be performed with the engine **OFF**, and without a 12V charger on the vehicle.

2. Gain access to fuse panel SB, located behind the driver's side footwell cover. Consult the repair manual for instructions on accessing fuse panel SB.
3. Locate the two fuses which supply constant power (KL30) and accessory power (KL15) to the connected gateway. Consult the wiring diagram or owner's manual for fuse location and size.
4. Ensure that accessory power (KL15) is ON.
5. Remove the two fuses identified in Step 3.
6. Wait 30 seconds with both fuses removed.
7. Reinstall the two fuses.



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8. Turn off accessory power (KL15).
 9. Repeat steps 4 through 8 **seven** additional times. This will result in a total of seven discharge cycles.
 10. Following seven discharge cycles, clear the fault memory of the connected gateway module:
 - In ODIS GFF, recheck the fault memory of the connected gateway.
 - The fault should now be static and should not return after clearing the fault memory.
- If the fault does not clear and is marked as Active, then replace the connected gateway's backup battery. Consult the repair manual for instructions on replacing the connected gateway's backup battery. Consult the parts catalog for the correct part number of the connected gateway's backup battery.

Connected Gateway Fuse Location Table Reference:						
KL30				KL15		
Model	Fuse Number	Panel	Location	Fuse Number	Panel	Location
Q7	SB7	ST5	Figure 2.2	SB2	ST4	Figure 2.1
Q5	SB7	ST2	Figure 3.1	SB2	ST4	Figure 3.2
A4	SB7	ST2	Figure 3.1	SB2	ST4	Figure 3.2
A5	SB7	ST2	Figure 3.1	SB2	ST4	Figure 3.2

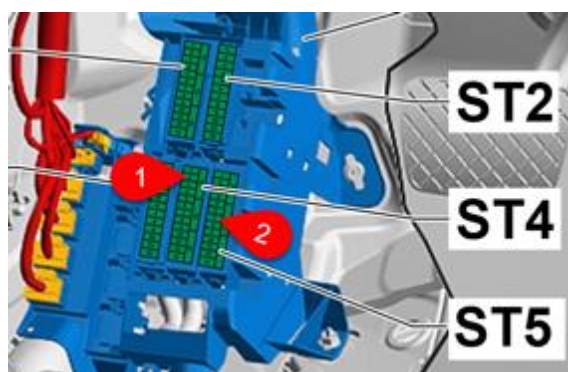


Figure 2. Q7 Driver's Side Footwell Fuse Box. 1: KL15 Fuse. 2: KL30 Fuse.



Claim Type:	• 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:	9035		
Damage Code:	0039		
Labor Operations:	All models:		
	Check back-up battery for telematics	9178 0199	15 TU
	A4, A5:		
	Remove and install foot rest	7035 1900	See SRT with associated operations
	Q5, Q7:		
	Remove and install foot rest	7035 1999	20 TU
	As required only if the battery is replaced:		



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	A4, A5, and Q5:		
	Telematics emergency battery replace	9178 5550	See SRT with associated operations
	Q7:		
	Telematics emergency battery replace	9178 5550	See SRT with associated operations
	Data bus control module remove + reinstall	9035 1999	See SRT with associated operations
Diagnostic Time:	Front seat remove + reinstall	7201 1900	See SRT with associated operations
	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2051664/3		

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. Parts are only needed if the fault does not clear.		
Part Number	Part Description	Quantity
4M0907486	Battery for emerg. operation	01 (As needed)
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA



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Additional Information

All parts and service references provided in this TSB (2051664) are subject to change and/or removal.

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