



Technical Service Bulletin

PSS 91 SOS emergency call malfunction, DTC B129B11 and B129C11 are stored in the emergency call control module

91 21 67 2061625/2 February 17, 2021. Supersedes Technical Service Bulletin Group 91 number 20-43 dated December 9, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 - 2021	All	ConBox
A6, A6 allroad, A6 Avant, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, SQ5, Q7, SQ7, Q8, SQ8, RS Q8, RS 5, RS 5 Cabriolet, RS 5 Sportback, Audi e-tron quattro, and Audi e-tron Sportback	2021	All	ConBox

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added models)
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:



Technical Service Bulletin

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

- **DTC B129B11** (microphone 1, short circuit to ground).
- **DTC B239C11** (microphone 2, short circuit to ground).



Note:

While a warning message is displayed in the instrument cluster, the e-Call functionality remains active.

Technical Background

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

Production Solution

Not applicable.

Service

1. Clear the DTCs.
2. Explain to the customer that a solution is forthcoming for the 3rd quarter of 2021 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 AccessAudi (under *Related Links* >> *Service*), or through the Technical Assistance page in Elsa.

Warranty

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:	9170
Damage Code:	0039



Technical Service Bulletin

Diagnostic Time:	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
Claim Comment:	As per TSB #2061625/2		

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 (2061625) 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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