

Technical Service Bulletin



91 SOS Emergency call function deactivated message in the cluster, DTC U153E00 is stored in the telematics module

91 23 09 2055945/13 June 29, 2023. Supersedes Technical Service Bulletin Group 91 number 22-31 dated September 23, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, and e-tron quattro	2019	All	ConBox Low
A6, A7, A8, Q5, SQ5, Q7, and Q8	2019 – 2020		
A6 allroad, S6, S7, A8 e quattro, S8, e-tron Sportback, Q5 e quattro, SQ7, SQ8, and RS Q8	2020		

Condition

REVISION HISTORY		
Revision	Date	Purpose
13	-	Revised <i>Condition</i> (added DTC code) Revised <i>Technical Background</i> (updated to reflect SVM fix) Revised <i>Service</i> (changed to SVM update) Revised <i>Warranty</i> (updated to reflect SVM update)
12	09/23/2022	Revised <i>Warranty</i> (Updated Service Number)
11	09/12/2022	Revised header (filtered out vehicles with gateway SW 01XX)

Customer states:

- The warning message “SOS Emergency call function deactivated” is seen in the instrument cluster (Figure 1 or 2).

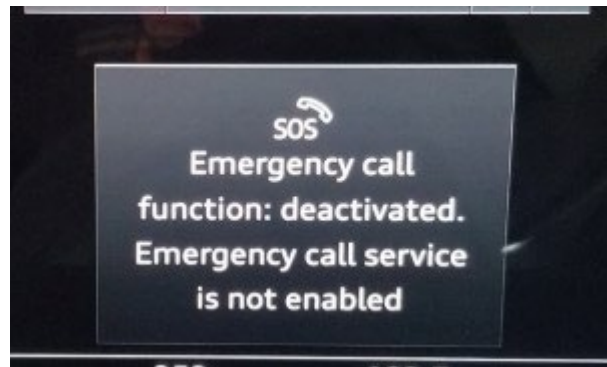


Figure 1. SOS warning in the instrument cluster.



Figure 2. SOS warning in the instrument cluster.

Workshop findings:

The following DTC is stored in the Emergency Call Module and Communication Unit (ConBox) -J949- (address word 0075):

- **DTC U153E00:** Emergency call module and communication unit Recognition in mobile communications network not possible.

Technical Background

The warning message is generated by the telematics control module (ConBox Low for MY19), J949 (address word 0075) and is primarily seen in two different scenarios:

- When there is a hardware or software malfunction of the control module.
- When there is a problem connecting to the Mobile Network Operator (AT&T).

For problems related to the cellular network (MNO), the following DTC may be found in the telematics control module, J949 (address word 0075):



- **DTC U153E00** (Emergency call module and communication unit Recognition in mobile communications network not possible).

This DTC will trigger the warning message in the cluster immediately when the signal to the MNO (AT&T) is lost. However, depending on how long of a period the signal loss occurs, the vehicle may require a full sleep cycle in order for the DTC to change to sporadic. The warning message in the cluster will only turn off when the DTC changes to sporadic.

Example Customer Scenarios:

- When a customer is on a long drive through an area where AT&T has little-to-no service, the warning message can occur. If the customer drives the vehicle for 15-30 minutes with no service, then the vehicle may take a full hour before it retries to connect to the AT&T network. This is a requirement of AT&T. When the customer drives the vehicle back into an area of service, the SOS light may remain off or red until the vehicle has been in a service area for up to one hour or until the vehicle is turned off long enough for the vehicle systems to go through a sleep cycle.
- If the customer operates the vehicle continuously in an area with no service, then each time the vehicle starts the warning message will be present. This is true of when the vehicle is operated outside of the United States of America (Canada, Mexico, or overseas) since there are no supported cellular service providers in these areas.

Production Solution

Certain models for MY20 with ConBox High will receive new hardware and software that resolves this concern. All MY21 vehicles will receive the solution with the ConBox High integration in series production.

Service

SVM Update Instructions



Always use DoIP when flashing a control module via ODIS in supported vehicles.

To Activate DoIP, select *Administration>>General>>GFF Process>>DoIP communication>>Only allow DoIP communication*

This setting will automatically reset when the diagnostic session is ended.

You can tell if DoIP is active by observing a red LED on the VAS 6154(A)

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the telematics control module, J949 (address word 0075) using the SVM action code as listed in the table below, if necessary:

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Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A4/A5/A6/A7/A8/Q5/Q7/Q8/e-tron Quattro	4K1035283C	0233	4K1035283K	0420	75A027

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:	9145		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 85 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2055945/13		

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 parts and service references provided in this TSB (**2055945**) 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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