



Technical Service Bulletin

91 OCU3 High: DTC U178500 Software error, passive / sporadic

91 24 28 2073131/2 July 17, 2024. Supersedes Technical Service Bulletin Group 91 number 24-73 dated February 23, 2024, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3, RS 3, and Q3	2022 - 2024	All	OCU3 High

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	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.

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. This software is not expected to be available before week 23/25.



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Service

Perform the suggested ODIS Test Plan:

“Check OCU control module configuration”.

Before releasing the vehicle, please make sure that the emergency call LED is illuminated green.

 **CAUTION**

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

 **NOTICE**

Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

Warranty

Claim Type:	110 Up to 48 Months/50,000 Miles. G10 for CPO Covered Vehicles – Verify Owner. If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9170		
Damage Code:	0039		
Diagnostic Time:	GFF	0150 0060	Time stated on the diagnostic protocol
	GFF	0150 0010	See SRT with associated operations
Claim Comment:	As per TSB 2073131/2		

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 (**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.



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