



Technical Service Bulletin

91 ConBox High: SOS emergency call malfunction, DTC B18BD11 or B18BD13 stored in the telematics control module

91 24 41 2060197/5 August 29, 2024. Supersedes Technical Service Bulletin Group 91 number 23-18 dated August 8, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, and S4	2020	All	Without online services
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 - 2021		
RS 5, and RS 5 Sportback	2021		

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Service</i> (added note)
4	08/08/2023	Revised <i>Warranty</i> (added note about running test plans)
3	04/05/2023	Revised header (added new Model Year)

Customer states:

- The message "Emergency call function: fault! Function partially available. Please contact workshop." was displayed on the instrument cluster.

Workshop findings:

One or both of the following DTC(s) are stored in the telematics control module, J949 (address word 0075):

- DTC B18BD11** mobile phone aerial 1 for emergency call module and communication unit, short circuit to ground. (static or sporadic)

Or



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- **DTC B18BD13** mobile phone aerial 1 for emergency call module and communication unit, interruption. (static or sporadic)

Technical Background 1

Water ingress due to a damaged seal.

Production Solution

Not applicable.

Service

CAUTION

These diagnostic entries cannot be resolved via the test plans suggested by GFF. The repair must be carried out by replacing parts.

- The GFF test plans should not be performed.
- The GFF test plans cannot be invoiced.

1. Replace the mobile phone aerial 1 for emergency call module -R263-.
2. Replace the antenna wire between the mobile phone aerial 1 for emergency call module and the telematics control module, J949 (address word 0075).
 - a. Please make sure to unpin the defective wire from the 8-pin connector T8bc (connector with 4 aerial wires) (T8cp on vehicles from July 2019 onwards) and pin in the new wire.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9128



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Damage Code:	0010		
Labor Operations:	Remove and install aerial	9138 19XX	See SRT with associated operations
	Remove and install telematics control unit	9170 19XX	See SRT with associated operations
	Replace aerial cable	9128 5599	Bill according to the time required. All work carried out must be clearly documented!
	Charge battery	2706 8950	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2060197/5		

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.

 **CAUTION**

Do not run any test plans for DTCs mentioned in this TSB. Time used to run test plans for DTCs mentioned in this TSB may be debited.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity



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See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA/ELSA	Mobile phone aerial 1 for emergency call module -R263-	1
4N1971650A	Adapter antenna cable	1
000098714	Adapter antenna cable	1

Additional Information

All part and service references provided in this TSB (**2060197**) 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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