



Technical Service Bulletin

90 "SOS emergency call function: malfunction!" warning message in DIS without a DTC

90 17 87 2049092/2 December 8, 2017. Supersedes Technical Service Bulletin Group 90 number 17-85 dated October 11, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, Q5, and Q7	2017 - 2018	All	With connected gateway

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added software) Revised <i>Service</i> (Updated instructions) Revised <i>Warranty</i> (Updated Service Number)
1	10/16/2017	Initial publication

A sporadic or permanent warning message appears in the driver information system (DIS) (Figure 1).



Figure 1. Warning message "Emergency call function: malfunction!"

The message can appear in the instrument cluster without DTCs logged in the data bus diagnostic interface, J533 (address word 0019).



Technical Service Bulletin

Note:

There is no DTC for this message, if there is DTC associated with the message then diagnose the concern further.

Technical Background

Software needs to be updated in the data bus diagnostic interface, J533 (address word 0019).

Production Solution

Not applicable.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the data bus diagnostic interface, J533 (address word 0019) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A4/Q5 CW01/16- CW44/16	4M1907468A 8W8907468 8W6907468	1079, 2079, 3079, or 4079	4M1907468A 8W8907468 8W6907468	7079	19A010
	8W5907468C 8W6907468C 8W7907468C 8W8907468C	298 or 1298	8W5907468C 8W6907468C 8W7907468C 8W8907468C	1299	
A4/A5/Q5 CW45/16+	8W5907468D 8W6907468D 8W7907468D 8W8907468D	0305, 0307, or 0308	8W5907468D 8W6907468D 8W7907468D 8W8907468D	0309	19A010



Technical Service Bulletin

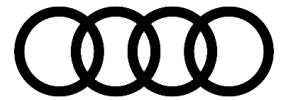
Q7 CW33/15- CW44/16	4M1907468A 4M2907468A 8W6907468 8W8907468	1079, 2079, 3079, or 4079	4M1907468A 4M2907468A 8W6907468 8W8907468	7079	19A010
	8W5907468C 8W6907468C 8W7907468C 8W8907468C	298 or 1298	8W5907468C 8W6907468C 8W7907468C 8W8907468C	1299	
Q7 CW45/16+	8W5907468D 8W6907468D 8W7907468D 8W8907468D	0305, 0307, or 0308	8W5907468D 8W6907468D 8W7907468D 8W8907468D	0309	19A010



Tip: The SVM code should be run again, even if it has been run in the past as updates may have been made.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9035		
Damage Code:	0039		
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 100 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2049092/2		



Technical Service Bulletin

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

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All parts and service references provided in this TSB (2049092) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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