



# Technical Service Bulletin

## 91 SOS warning displayed in instrument cluster, DTC B191604

91 18 02 2051664/1 June 26, 2018.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, Q5, and Q7	2018 - 2019	All	With connected gateway

## Condition

### Customer states:

- A warning message appears on the instrument cluster. The message reads “Emergency call function: malfunction! Restricted functionality. Please contact Service” (Figure 1).



*Figure 1. Warning message shown in instrument cluster.*

### Workshop findings:

The following DTCs may be stored in the gateway control module, J533 (address word 0019) as static or intermittent:

- DTC B191604** (Backup battery Faulty).

## Technical Background

Incorrect software parameter for the connected Gateway’s back-up battery charge monitoring. The system must be reset by performing a manual discharge of the connected Gateway’s backup-battery.

## Production Solution

A solution is being prepared.



# Technical Service Bulletin

---

## Service

1. Perform a manual discharge of the connected gateway's back-up battery by removing constant power (KL30) and accessory power (KL15), while KL15 is switched on.

This will force the connected gateway to draw power from the backup battery, lowering the voltage of the back-up battery.

Several discharge cycles maybe needed for the voltage of back-up battery to fall within the specified parameters.



### Note:

The steps for the manual discharge, 4 through 8, are to be performed with the Engine OFF, and without a 12V charger on the vehicle.

2. Gain access to fuse panel SB, located behind the driver's side footwell cover. Consult the repair manual for instructions on accessing fuse panel SB.
3. Locate the two fuses which supply constant power (KL30) and accessory power (KL15) to the connected gateway. Consult the wiring diagram, or owner's manual for fuse location and size.
4. Ensure that accessory power (KL15) is ON.
5. Remove the two fuses identified in Step 3.
6. Wait 30 seconds with both fuses removed.
7. Reinstall the two fuses.
8. Turn off accessory power (KL15).
9. Repeat steps 4 through 8 **six** additional times. This will result in a total of seven discharge cycles.
10. Following seven discharge cycles, clear the fault memory of the connected gateway module:
  - In ODIS GFF, recheck the fault memory of the connected gateway.
  - The fault should now be static and should not return after clearing the fault memory.

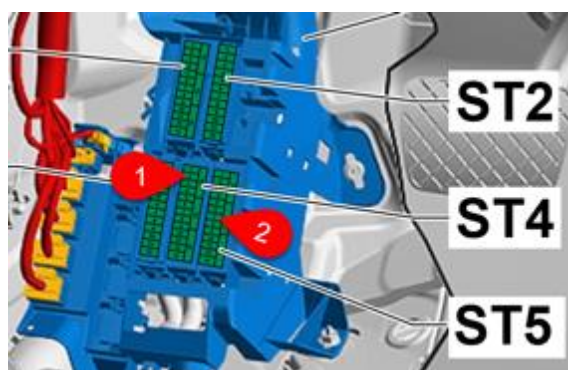
In the event that fault does not clear, and is marked as Active, then replace the connected gateway's backup battery. Consult the repair manual for instructions on replacing the connected gateway's backup battery. Consult the parts catalog for the correct part number of the connected gateway's backup battery.

Connected Gateway Fuse Location Table Reference:	
KL30	KL15

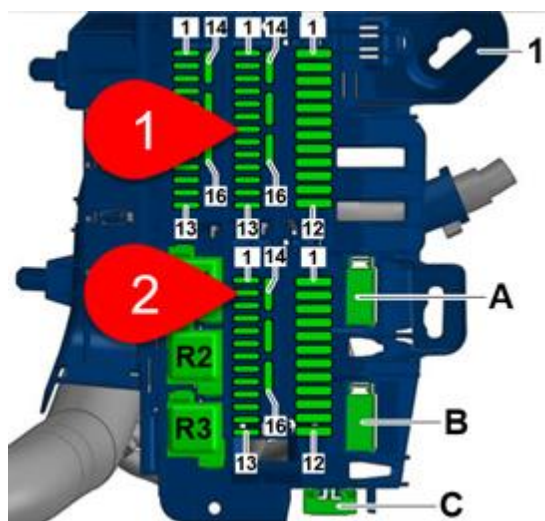


# Technical Service Bulletin

Model	Fuse Number	Panel	Location	Fuse Number	Panel	Location
Q7	SB7	ST5	Figure 2.2	SB2	ST4	Figure 2.1
Q5	SB7	ST2	Figure 3.1	SB2	ST4	Figure 3.2
A4	SB7	ST2	Figure 3.1	SB2	ST4	Figure 3.2
A5	SB7	ST2	Figure 3.1	SB2	ST4	Figure 3.2



**Figure 2.** Q7 Driver's Side Footwell Fuse Box. 1: KL15 Fuse. 2: KL30 Fuse.



**Figure 3.** A4, A5, and Q5 Driver's Side Footwell Fuse Box. 1: KL30 Fuse. 2: KL15 Fuse.



# Technical Service Bulletin

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9035		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	<b>All models:</b>		
	Check back-up battery for telematics	9178 0199	20 TU
	<b>A4, A5, and Q7:</b>		
	A-pillar trim remove + reinstall	7057 1905	30 TU
	<b>Q5:</b>		
	A-pillar trim remove + reinstall	7057 1905	40 TU
	<b>As required:</b>		
	<b>A4, A5, and Q5:</b>		
	Telematics emergency battery replace	9178 5550	20 TU
	<b>Q7:</b>		
	Telematics emergency battery replace	9178 5550	10 TU
	Data bus control module remove + reinstall	9035 1950	60 TU
Front seat remove + reinstall	72 01 19 00	70 TU	
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	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	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2051664/1		



# 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.

## Required Parts and Tools

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

**Parts are only needed in the event that the fault does not clear.**

Part Number	Part Description	Quantity
4M0907486	Battery for emerg. operation	01 (As needed)

## Additional Information

All parts and service references provided in this TSB (2051664) are subject to change and/or removal. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

©2018 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.