

# Service Action

## Code: 91V3



<b>Subject</b>	<b>Emergency Call Module &amp; Communication Unit</b>
<b>Release Date</b>	March 29, 2019
<b>Affected Vehicles</b>	<b>USA: Certain 2019 MY Audi A4 Sedan, SQ5, A5 Coupe, A5 Sportback, Q7, Q8, A6, Q5, A8, A5 Cabriolet and A7</b> <b>CANADA: Certain 2019 MY Audi S5 Cabriolet, A5 Sportback, Q7, Q8, A6, A7 and A8</b> Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source. <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li></ul>
<b>Problem Description</b>	In certain vehicles, the SOS LED is illuminated in red, and when it is pressed a message of "A Technical Error has occurred" appears. Some vehicles may have an SOS LED that is not illuminated at all, and the "User management" option is greyed out in the MMI. When the SOS/Roadside button is pressed, a message of "Your subscription for the emergency call service has expired" appears.
<b>Corrective Action</b>	Perform an adaptation to activate the Emergency Call Module & Communication Unit.
<b>Parts Information</b>	No parts needed.
<b>Code Visibility</b>	On or about March 29, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about March 29, 2019, this campaign code will show open on affected vehicles in Elsa. On or about March 29, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> .
<b>Owner Notification</b>	Owner notification will take place in March 2019. Owner letter examples are included in this bulletin for your reference.
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 31, 2021</b> . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b> Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .

### Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

<b>Service Number</b>	91V3
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	002
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Causal Indicator</b>	Mark labor as causal
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	01
	Connect battery charger. Labor operation: 2706 89 50 10 T.U. -AND- Deactivate "flight mode" for the Emergency Call Module and Communication Unit Labor operation: 9170 25 99 Time stated on diagnostic protocol

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 91V3 - Emergency Call Module & Communication Unit  
Certain 2019 Model Year Audi Vehicles**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** In certain vehicles, the SOS LED is illuminated in red, and when it is pressed a message of "A Technical Error has occurred" appears. Some vehicles may have an SOS LED that is not illuminated at all, and the "User management" option is greyed out in the MMI. When the SOS/Roadside button is pressed, a message of "Your subscription for the emergency call service has expired" appears.

**What will we do?** Your authorized Audi dealer will perform an adaptation to activate the Emergency Call Module & Communication Unit. This work will take about half an hour to complete and will be performed for you free of charge.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

This service action will be available for you **free of charge only until December 31, 2021**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 91V3 - Emergency Call Module & Communication Unit  
Certain 2019 Model Year Audi Vehicles**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

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**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

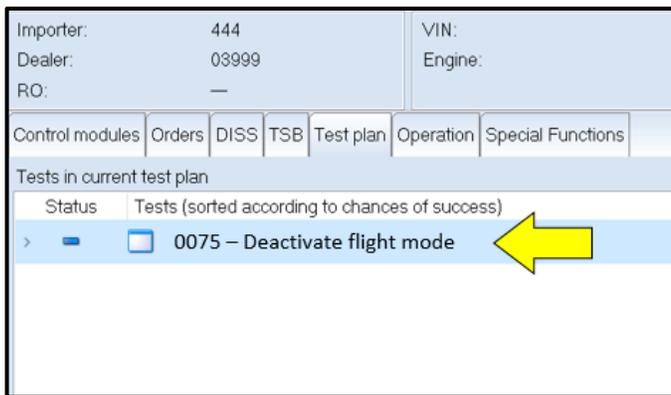
Sincerely,

Audi Customer Protection

**Repair Overview**

**NOTE**

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.



- Deactivate "flight mode" for the Emergency Call Module and Communication Unit -J949-.

**Required Tools**

 <p>Battery Tester/Charger - GRX3000VAS- (or equivalent)</p>	 <p>Diagnostic Tester -VAS6150X- and -VAS6154- diagnostic head</p>
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The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2019 Audi of America, Inc. and Audi Canada. All Rights Reserved.

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B**

## Section B – Repair Procedure



### **CAUTION**

The -VAS6154- Communication Interface **MUST** be used for this procedure. Using a communication interface other than the -VAS6154- will result in no communication with the Emergency Call Module and Communication Unit -J949-.

- Verify the ODIS version is current.

### **NOTE**

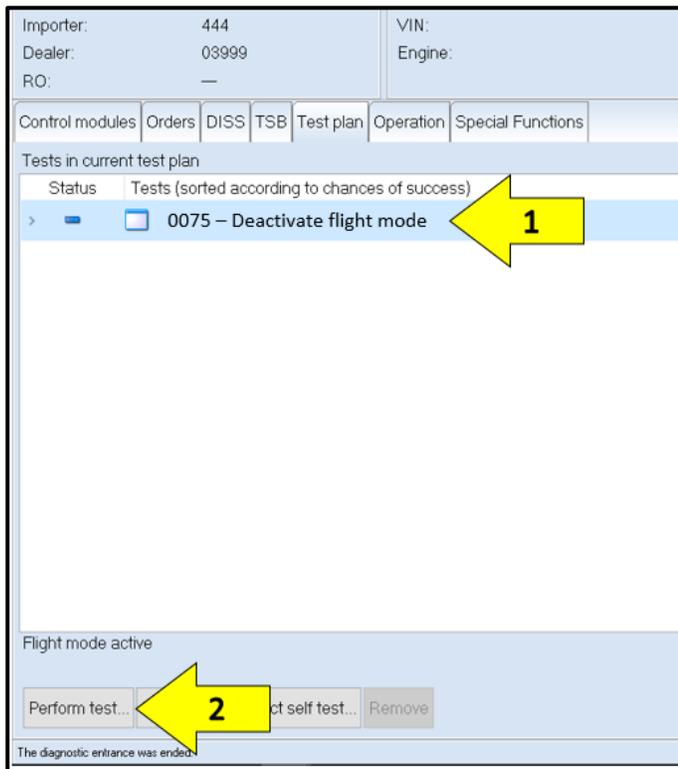
If the ODIS version is not current, the test plan may not work.

- Apply the parking brake.
- Open the hood.
- Access the battery charging posts.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the -VAS6150X/VAS6160X- Diagnostic Tester to the vehicle with the -VAS6154- Communication Interface.
- Turn the ignition on and start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery charging posts.

### **NOTE**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. **DO NOT** connect the ground cable directly to negative terminal of the battery.

- Select operating mode “Diagnosis” and perform a complete vehicle diagnostic scan.



- After completing the diagnostic scan, test plan “0075 – Deactivate flight mode” <arrow> should be automatically populated.

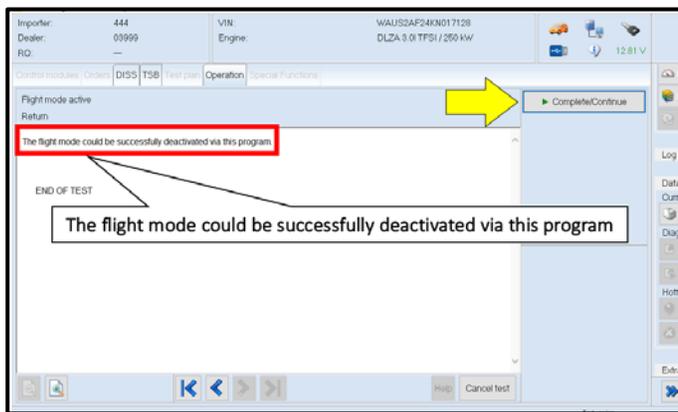
**NOTE**

The test plan populates due to the following fault being stored in Diagnostic Address 0075:  
*U13EB00: Emergency call module and communication unit Flight mode activated*

- Highlight the test plan <arrow 1>.
- Select “Perform test...” <arrow 2>.
- Follow the on-screen prompts.

**NOTE**

If the test plan does not populate and there are no faults related to flight mode, then flight mode has already been deactivated. Exit GFF and send the diagnostic protocol online.



- When the test plan is completed, a confirmation message will appear.
- Select “Complete/Continue” <arrow> and follow the on- screen prompts.
- Exit Guided Fault Finding and send the diagnostic protocol to GFF Paperless when prompted.
- Disconnect battery charger.
- Disconnect ODIS diagnostic tester.

**Work is complete – Proceed to Section C.**

## Section C – Campaign Completion Stamp

I certify that this campaign  
has been performed in strict  
accordance with the applicable  
Audi repair procedure.

SAGA Code: \_\_\_\_\_  
Technician: \_\_\_\_\_  
Date: \_\_\_\_\_

Item#: AUD4927ENG

-OR-

Je certifie que cette  
campagne de rappel a été  
exécutée suivant les strictes  
directives de réparation  
d'Audi

Code de SAGA: \_\_\_\_\_  
Technicien: \_\_\_\_\_  
Date: \_\_\_\_\_

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.