



# Technical Service Bulletin

## 91 Audi phone box customer registration form and reporting obligation by the customer to MNO

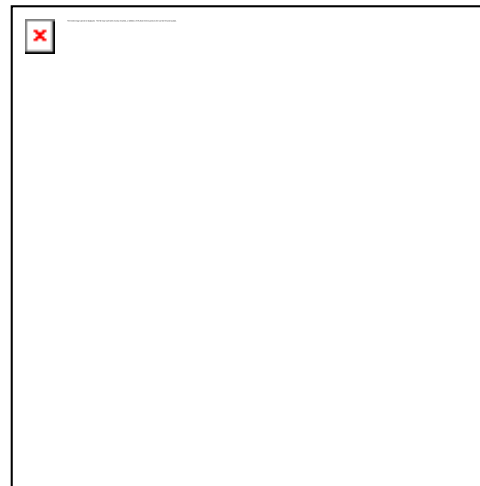
91 19 76 2051720/3 August 7, 2019. Supersedes Technical Service Bulletin Group 91 number 19-28 dated January 15, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2019 - 2022	All	With Audi phone box

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Indicated MY20 will not have sticker installed and added information for what to do with missing serial number)
2	01/15/2019	Revised <i>Technical Background</i> (Corrected PR Code GB2) Revised <i>Service</i> (Added FCC ID)
1	09/14/2018	Initial publication

The customer has inquired about the Audi phone box (Figure 1) and/or wants to know more about the registration form to be submitted to the customer's Mobile Network Operator (e.g. AT&T, T-Mobile, Verizon, Sprint, etc.).



**Figure 1.** Audi phone box with wireless charging.



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## Technical Background

### **Audi phone box background information:**

Starting with the MY19, vehicles sold in the USA can be equipped with the Audi phone box system (PR Code GB2). The Audi phone box system includes a Qi-compatible wireless charging pad and a wireless connection to an external LTE antenna located outside the vehicle (Figure 1). Although by design, the system is a “signal compensator” only moving the signal to outside the vehicle, the FCC has classified this type of device as a “signal booster”. It is important to note to the customer that this system does not appreciably amplify the signal from the mobile phone to the network, as with older style signal boosters which were in use before 2013. Thus, if the customer is unable to receive a signal from the Mobile Network Operator (MNO) to their mobile device while standing outside the vehicle, using the Audi phone box inside the vehicle will *NOT* improve the signal strength.

### **From the FCC.gov website:**

*The FCC issued a Report and Order on February 20, 2013, that includes rules and policies that will enhance wireless coverage for consumers, particularly in rural, under-served, and difficult-to-serve areas by broadening the availability of signal boosters while ensuring that boosters do not adversely affect wireless networks. New FCC rules for wireless signal boosters came into effect on March 1, 2014. Consumers can read the Consumer Advisory for consumers who own signal boosters here: <https://www.fcc.gov/document/consumer-advisory-information-consumers-who-own-signal-boosters>.*

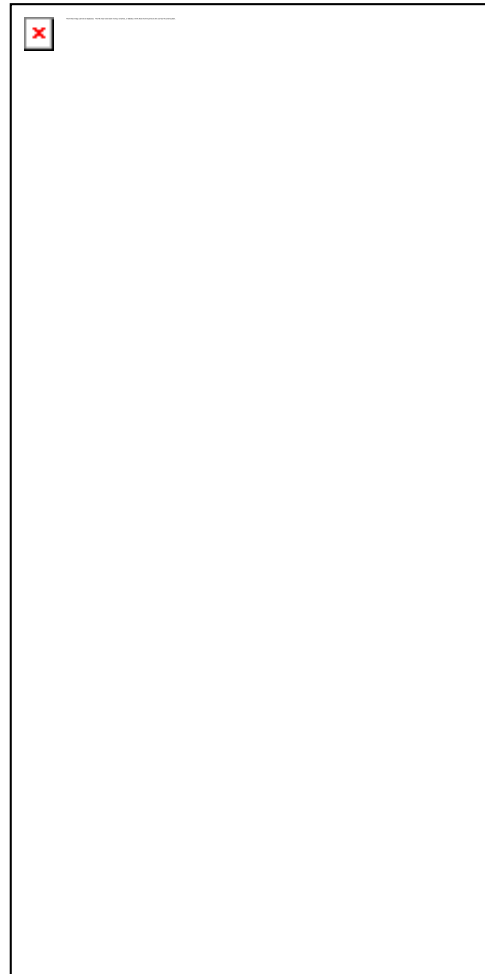
**Audi Dealers MUST provide the registration form to the customer at the time of delivery.**



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Audi dealers must provide to the vehicle owner the customer registration form (Figure 2) found in the glovebox. This form is installed at the port of arrival in the USA. The form contains the Make, Model, and a Serial number of the Audi phone box installed in the vehicle. Customers must submit this information to their personal cell phone service provider (MNO).



**Figure 2.** Customer registration form.

Below is a list of the known registration sites for the four most common providers operating in the USA. Please keep in mind these URLs are subject to change at any time. If the URL does not work, then please ask the customer to contact their provider's support center to find the latest registration process which will be specific to their provider:

- **AT&T:** <https://securec45.securewebsession.com/attsignalbooster.com/>.
- **Sprint:** <https://www.sprint.com/en/legal/signal-boosters.html>.
- **T-Mobile:** <https://www.signalboosterregistration.com/>.
- **Verizon:** <https://www.verizonwireless.com/solutions-and-services/accessories/register-signal-booster/>.



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## Production Solution

Not applicable.

## Service

If the customer cannot locate the form to register the factory-installed Audi phone box, please download and print off the form which is attached to this TSB. Additionally, the form can be downloaded from ServiceNet located at *Audi >> Technician References >> Electrical >> Audi phone box registration form*.

### How to fill out the form:

The three main fields on the form are *Make*, *Model*, and *Serial number*.

#### Make:

- For all Audi vehicles, the Make will be “**FKW**”.

#### Model:

- For all Audi vehicles, the Model will be the Audi phone box part number, **4M0.035.456A**. For MY19, the part number is the same for all Audi vehicles with the Audi phone box.

#### Serial Number:

The serial number is the only value which will change for each vehicle. Each Audi phone box system installed will have a unique serial number. This serial can be found in Elsa under the vehicle information section (Figure 3). Additionally, for some MY19 models only (except D5, C8, and R8), a sticker will be placed in the rear luggage water drain channel (Figure 5) with the installed Audi phone box Serial number. MY20 vehicles and newer, may not have the sticker installed and thus the only location for the serial number is in Elsa.



**Figure 3.** Serial number in Elsa.

### What to do if the serial number cannot be accessed in Elsa (independent used car sales) or if the sticker was removed by the owner or a third party (second owner scenario):

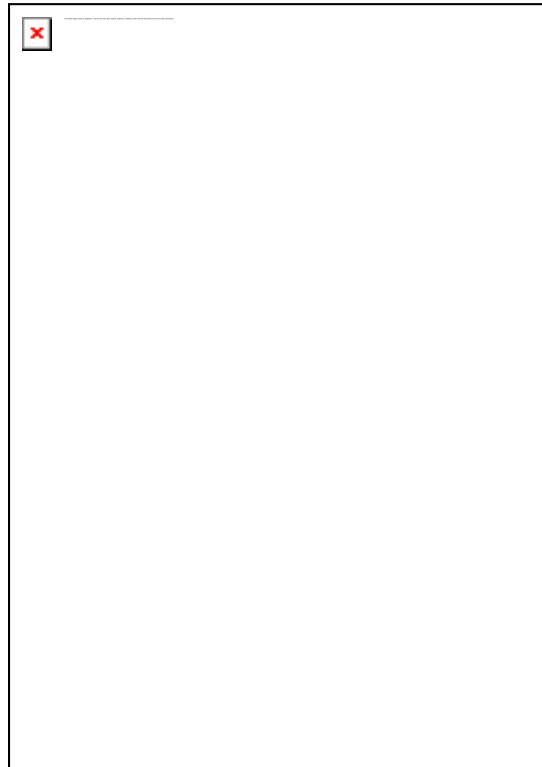
If the serial number cannot be accessed via Elsa, please reference the official repair manual to locate the Audi phone box module. For most vehicles, the phone box is located in the passenger side rear luggage compartment behind the trim panel.



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The serial number sticker will be placed on the outside of the phone box control module near the part number label. If no sticker is attached to the module, then the serial number will be documented on the part number label (Figure 4). Take a photo of the part label and then reference this photo to properly document the serial number onto the customer registration form.



*Figure 4. Phone box module part label.*

## **FCC ID: RK7MBC-NAR**

Some providers may require the user to supply the FCC ID for the Audi phone box upon registration. This data is not an FCC requirement to Audi nor to the customer. Because of this, the FCC ID field is not listed on the customer registration form. If the MNO requires the FCC ID for registration, then please provide the customer with the ID listed above. The FCC ID is the same for all vehicles.



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**Figure 5.** *Sticker locations on various Audi models only for MY19.*

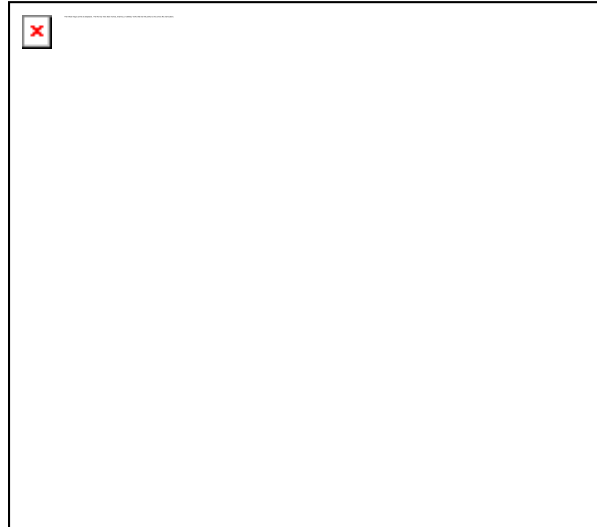


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For MY19 A8 (D5), A6/A7 (C8), and R8; the serial number is located on the factory production sticker (Figure 5).

This sticker should already be placed in the owner's manual (Figure 6). If the sticker is not in the owner's manual, it can be found in the spare wheel well area or front luggage area of the R8. Please relocate the sticker to the owner's manual.



*Figure 6. Factory production sticker.*

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information

All part and service references provided in this TSB (2051720) 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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