



Technical Service Bulletin

90 Emergency Assist: unexpected seatbelt tugging with brief reductions in speed

90 20 39 2056123/2 February 14, 2020. Supersedes Technical Service Bulletin Group 90 number 19-29 dated September 30, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2020 - 2021	All	With Adaptive Cruise Assist
A6, A7, A8, Q8, and Audi e-tron quattro	2019 - 2021	All	With Adaptive Cruise Assist

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Q7PI)
1	09/30/2019	Initial publication

Customer states:

- The vehicle tugs on the seatbelt three times.
- Brief reductions in speed are experienced.
- No obvious causes for those symptoms like vehicles driving in front of the customer's vehicle are apparent
- The following messages (Figure 1 and Figure 2) may have appeared in the instrument cluster.
- The seatbelt functions as normal otherwise.

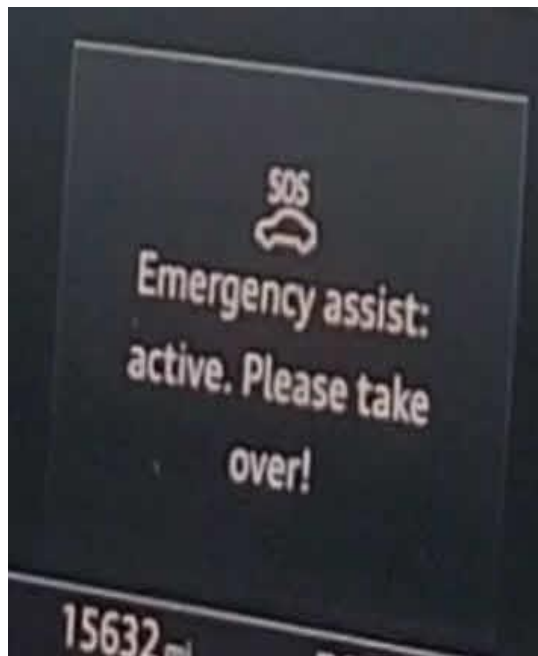


Figure 1. Emergency assist active warning.



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Figure 2. Emergency assist cancelled notice.

Workshop findings:

- Some DTCs might be stored in the driver assistance control module, J1121 (address word 00A5).
- DTCs shown with the exclamation mark in a triangle symbol in the ODIS test plan can be ignored.

Technical Background

The emergency assist (EA) observes steering wheel input while driving to determine if the driver is actively driving the vehicle.

If too little steering input is observed over speed and environment depending on the time interval, the system assumes the driver to be incapacitated and starts a warning cascade in order to regain the driver's attention.

This includes tugging on the seatbelt and utilizing the brakes three times in rapid succession.

After multiple unsuccessful attempts to regain the driver's attention, the system stops the vehicle, turns the hazards on and, after a 30 second grace period, activates the emergency call feature.

Since the EA depends on steering wheel torque to determine the presence of the driver, it can falsely determine the driver to be incapacitated if not enough momentum is perceived on the steering wheel.

This might happen on long straight roads or if the driver does not firmly grip the steering wheel.

If the driver deactivates adaptive cruise assist as well as active lane departure warning, no audible warning will be given prior to EA engaging. In this case, the only visual cue is a message in the instrument cluster that is displayed for a couple seconds before the haptic warning cascade is activated.

Production Solution

Not applicable.



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Service

No repair is required.

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. Explain the behavior of the emergency assist to the customer. The vehicle is functioning as designed.
3. Show the customer how the emergency assist can be deactivated via the driver assist settings in individual mode.

Warranty

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

Additional Information

More information on this system can be found in the following resources:

- Owners Manual: Section “Emergency Assist”.

All part and service references provided in this TSB (2056123) 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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