



Technical Service Bulletin

90 Audi connect user management option greyed out or SOS and Roadside with no function

90 22 46 2052299/4 February 22, 2022. Supersedes Technical Service Bulletin Group 90 number 18-05 dated October 23, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2019 – 2022	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	--	Revised Condition (Removed DTC U142100, please see TSB 2056076)
3	10/23/2018	Revised <i>Condition</i> (Added Note and added DTC) Revised <i>Service</i> (Updated ODIS version release date)
2	10/10/2018	Revised title Revised <i>Condition</i> (Added statement and photo) Revised <i>Technical Background</i> (Updated information) Revised <i>Service</i> (Updated ODIS version and added steps)

Customer states:

- The Audi connect “User management” screen is greyed out and the customer cannot complete the key user pairing (Figure 1).

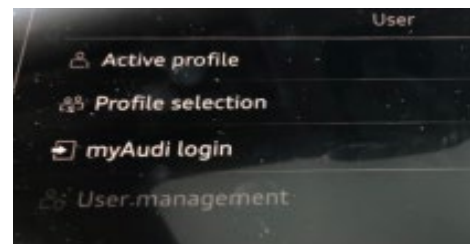


Figure 1. User management.

OR



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- The SOS emergency button is red or flashing red. When the customer presses the button an error message of “Your subscription for the emergency call service has expired” (Figure 2) is seen.

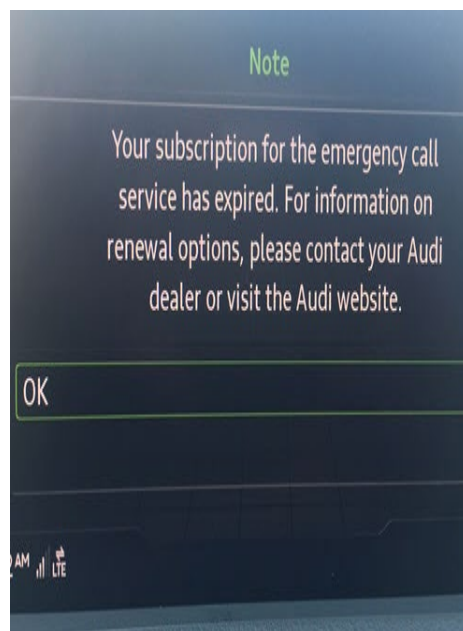


Figure 2. Error message in MMI.

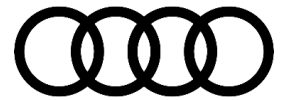
Workshop findings:

Additionally, the following DTCs are present in the system:

- **DTC P169A00** (Transport mode active) is stored in the engine control module (ECM), J623 (address word 0001).
- **DTC U13EB00** (Emergency call module and communication unit Flight mode activated) is stored in the emergency call module and communication unit, J949 (address word 0075).

Technical Background

Starting with MY19 vehicles, a new telematics module called the “Control Module for Emergency Call Module and Communication Unit, J949”, also known as Connectivity Box or “ConBox” for short, is installed for cars with PR Code IW3. The diagnostic address is 0075 and the module ID is J949. This new ConBox module can only be diagnosed using the VAS 6154 wireless diagnostic head.



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Tip: In the previous model years the Key User Pairing, Remote Services, SOS and Roadside features were handled by the connected gateway, but starting with MY19 this connectivity portion of the gateway is now moved to the ConBox. This new ConBox supports LTE, whereas the previous connected gateway was only 3G GSM capable.

In order to activate the ConBox LTE data connection, the vehicle must be taken out of transport mode using the VAS 6154. The older diagnostic heads (e.g. VAS 5054 or previous) cannot properly address this control unit over diagnostics due to the new diagnostic protocol. If the VAS 6154 is not used, then the ConBox will remain in transport mode (Flight mode) and will set a DTC of P169A00 (Transport mode active). Additionally, the gateway module will set a DTC of U142100 (Control module for emergency call module and communication unit no communication).

Production Solution

Not applicable.

Service

An update to ODIS & the Audi Brand version is planned around CW45/18. Until then it is not possible to fully remove transport mode from the vehicle using the Guided Fault Finding test plan.

Until this planned update is released, please perform the following steps (included in PDI Checklist):

Change the adaptation for flight mode in diagnostic address 0075 at, *Self-diagnosis >> Go to address 0075 >> Adaption values "Basis connect function" >> Flight mode >> Deactivate.*

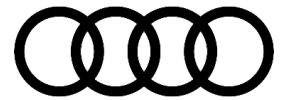
Hit "Apply".

Cycle the ignition off and then back on.

Within Self-diagnosis go to DTC readout for diagnostic address 0075 and clear the DTC.

Cycle the ignition off and then back on.

Verify the SOS light is green and/or the Audi connect User management option is now selectable.



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If the issue persists then disconnect the tester, roll the windows up, close all doors, and lock the vehicle for 2-3 minutes to allow the car to go through a sleep cycle, then retry steps 4-6 if necessary.

Warranty

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

Additional Information

All part and service references provided in this TSB (2052299) 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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