



91 Emergency call warning in instrument cluster when out of cellular coverage U153E00

91 23 90 2070046/1 April 17, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 allroad, A4, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A7, Q5, SQ5, Q7, and A8	2019	All	Not Applicable

Condition

Customer states:

When driving in an area without a cellular data connection, the following message is displayed on the instrument cluster, accompanied by a warning beep:

Emergency call function: malfunction! Restricted functionality. Please contact service.



Figure 1: SOS Malfunction A4/A5/Q5

OR

Emergency call function: deactivated. Emergency call service is not enabled.

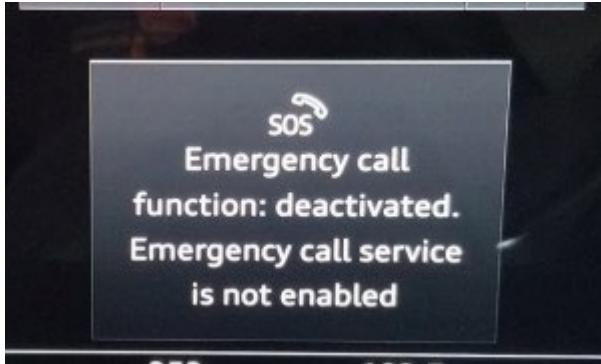


Figure 2: SOS Malfunction A6/A7/A8/Q7/Q8

The message may not disappear until after a one-hour bus sleep when reentering cellular coverage.

Workshop findings:

The following DTC may be stored in the Emergency Call Module and Communication Unit (ConBox) –J949- (address word 0075):

- **DTC U153E00** Emergency call module and communication unit Recognition in mobile communications network not possible.

Technical Background

The connectivity box Low logs an event memory entry after 5 unsuccessful login attempts to the cellular network (rejects from the mobile network).

As soon as the vehicle is able to log in again, the event memory entry is set to passive.

A warning message is displayed to inform the customer that e-call is not available at the moment.

Due to restrictions by the cellular network provider, it may take up to an hour for the ConBox to log back into the cellular network when it comes back into range.

Production Solution

Not Applicable

Service

No repair is available.

1. Do not perform any repairs. Any repairs for this concern may be denied.

Instruct the customer that this condition is normal.



Warranty

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

Additional Information

All part and service references provided in this TSB (**2070046**) 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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