



91-24-06 - Emergency Call Module and Communication Unit:
CarNet® LED not green (DTC B1915F1)

Release date: 7/3/2024

Condition

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2022-2024	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason for Update
2074469/1	7/3/24	91-24-06	Original publication.

NOTICE

The diagnostic entries below cannot be resolved via the test plan suggested by Guided Fault finding. The repair must be carried out using the procedure described. The Guided Fault Finding test plans should not be carried out and cannot be invoiced.

- After the pre-delivery inspection (PDI) has been performed (transport mode has been deactivated), the CarNet® LED in the roof module does not turn green.

And

The following DTC is stored in the Control Module for Emergency Call Module and Communication Unit -**J949**- (address word 0075):

- **DTC B1915F1**: Online services Function temporarily restricted due to battery budget.

Technical Background

When transport mode is deactivated as part of the pre-delivery inspection, the onboard communication unit (OCU) -J949- (address word 0075) is activated. After it has been activated, the OCU establishes a connection with the Volkswagen IT back-end server via the mobile phone network. The vehicle's emergency call system is activated and the SOS LED in the roof module switches to green.

The following may occur in rare cases:

The SOS LED in the roof module does not light up in green and event memory entry B1915F1 (active/static) is logged in Control Module for Emergency Call Module and Communication Unit -**J949**.

As part of the vehicle's power management, the Control Module for Emergency Call Module and Communication Unit -**J949**- has a set power/battery budget which is available within a period of 24 hours. If the power/battery budget is used up within these 24 hours, the Control Module for Emergency Call Module and Communication Unit -**J949**- is put into sleep mode.



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This can be identified based on the active/static event memory entry “B1915F1 – Online services Function temporarily restricted due to battery budget”. Once the 24-hour period is over, the full power/battery budget becomes available again. Full function is restored after switching the ignition off and on again.

In isolated cases, the power/battery budget may already be used up during production of the vehicle. If the Control Module for Emergency Call Module and Communication Unit -**J949**- is then put in transport mode, the 24-hour timer is paused. The timer only starts running again after transport mode has been deactivated. The remaining time is not shown and it can therefore take up to 24 hours before the control unit establishes a connection with the Volkswagen IT back-end server.

Production Solution

Not applicable.

Service

Procedure for activating emergency call system:

- Ensure that the vehicle 12V battery is at an acceptable state of charge.
- Park vehicle in an area with good satellite reception (GPS reception) and good mobile phone reception for up to 24 hours. The vehicle must have a clear line of sight to the sky (satellites).
- It is possible to check the emergency call system as described below before the end of the 24 hours.

Checking that emergency call system has been activated successfully:

- The LED in the roof module next to the SOS button must be lit continuously in green when the ignition is on.
- The event memory entry “B1915F1 – Online services Function temporarily restricted due to battery budget” will have changed from active/static to passive/intermittent and can be erased.

If it was not possible to activate the emergency call system using the information in this service info:

- (Green Light) Please contact the VW Response Center: (833) 648-2735.
- (No Green Light) Please contact Volkswagen Vehicle Technical Helpline: (800) 678-2389.
- In this case, the vehicle **must not** be handed over to the customer.

Warranty

Information only.

Required Parts and Tools

Not applicable.

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.
