

Technical Service Bulletin

Topic	91 Audi Connect not working with RED SOS LED in PPE vehicles
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077319/1
Level	EH
Status	Released for publishing
Release date	Mar 20, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services	functionality	
information, navigation, communication, entertainment -> Telematics, online services -> Telematics control unit / online services -> emergency call button	component, automotive fluids -> damaged	
information, navigation, communication, entertainment -> Online Services -> Online Services configuration -> Online Services automatic configuration	functionality -> cannot be selected	

Vehicle data

Q6 and SQ6 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GF*	2025	A		*	*	*

Documents

Document name
master.xml



Connection offline

Technical Service Bulletin

Transaction No.: **2077319/1**

91 Audi Connect not working with RED SOS LED in PPE vehicles

Release date: Mar 20, 2025

Condition

Customer states:

The online functions do not work. The emergency LED and/or online roadside assistance call LED is on / flashes red or is off.

Workshop findings:

No relevant DTCs are stored.

Technical Background

Online functions do not work. The Emergency SOS LED is red or off. No DTCs are stored that explain the issue.

Production Solution

Not applicable.

Service

1. Please check first whether the vehicle has the most recent up-to-date software version. Reassess the complaint after successfully performing any open campaign(s).
2. Check the following:
 - a. Are privacy settings active?
 - b. Is mobile data activated?
 - c. Are messages relating to the emergency call shown in the instrument cluster?
 - d. Which mobile phone reception icon can be seen on the MMI screen.
3. Take a photo of the MMI screen, ensuring that the mobile network reception icon can clearly be seen. Please also photograph the roof module with the emergency call and online roadside assistance call status LED. Photograph any messages that are actively shown in the instrument cluster.
4. Perform a Terminal 30 reset on the vehicle, letting it sit for one minute, then cycle on. If not corrected, reset the control module in Service Portlet under the Vehicle Communication Tab.
5. Read all measured value blocks for 0075 emergency call module and send the log. Search for the measured value "GPS Time" in the measure value blocks and find the measure value "status" below it. This status must be "valid". Then, search for the measured value "Radio_Cell_Number_Textual" and find the measured value "Status" below it. This status must be "valid". If the status of at least one of the two values is "invalid", make sure that you have connected the vehicle to the internet outside and with sufficient mobile phone reception. If so, check the antennae wiring at J949. To do so, we recommend connecting a "flying" antenna in addition to performing an electrical measurement on the wiring. This involves connecting a separate GPS and LTE antenna directly to the J949 with separate antenna cables.
6. If this does not correct the issue, please open a **Level 2 ticket with Audi DBS**.
7. Do **NOT** charge the customer for the antenna. Please use it as a future tool for other repairs.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9107		
Damage Code:	AT39		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2077319/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2077319**) 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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