

## Technical Service Bulletin

<b>Topic</b>	91 OCU3 High: DTC U178500 Software error, passive / sporadic
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2073131/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Sep 26, 2025

### Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0075 - Emergency call module and communication unit	U178500: Control module for emergency call module and communication unit Software error		Intermittent

### New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Telematics, online services	functionality	
information, navigation, communication, entertainment -> malfunction display symbols -> interference display for emergency call service	functionality -> activates	

### New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Telematics, online services -> Telematics control module / online services	functionality -> misfire	
information, navigation, communication, entertainment -> Telematics, online services -> Telematics control module / online services	control modules, services -> with fault stored in the DTC memory	

## Vehicle data

### MQB OCU3High

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8Y*	2022	A		*	*	*
8Y*	2023	A		*	*	*
8Y*	2024	A		*	*	*
8Y*	2025	A		*	*	*
F3*	2022	A		*	*	*
F3*	2023	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F3*	2024	A		*	*	*
F3*	2025	A		*	*	*

#### Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0075 - Emergency call module and communication unit	5WA.035.285.C	0322	*	*
0075 - Emergency call module and communication unit	*8Y0*.035.282.D*	0144	*	*
0075 - Emergency call module and communication unit	*5WA*.035.284.G*	0143	*	*
0075 - Emergency call module and communication unit	8Y0.035.283.A	0021	*	*

## Documents

Document name
<a href="#">master.xml</a>

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (added MY 25) Revised <i>Service</i> (updated procedure)
2	07/17/2024	Revised <i>Condition</i> (Updated wording) Revised <i>Technical Background</i> (updated wording) Revised <i>Production Solution</i> (updated content) Revised <i>Service</i> (updated procedure)
1	02/23/2024	Initial publication

### Customer states:

- Emergency call fault displayed on the instrument cluster (Emergency call function: fault. Function unavailable. Please contact workshop).

### Workshop findings:

The following DTC and symptom code is logged in the *Control Module for Emergency Call and Communication Unit (OCU) -J949-*, (address word 0075):

- DTC U178500:** Control Module for Emergency Call Module and Communication Unit, software error (**passive/sporadic**).

## Technical Background

Restricted function due to a software issue in the emergency call module and communication unit -J949-

## Production Solution

There will be no production solution due to the upcoming EOP (end of production) of the affected component.

## Service

Proceed as follows for the complaint described:

- Perform the suggested ODIS routine: "0075 "0075 - Check control module configuration" configuration".
- Please then check whether the emergency call LED is green.
- Replacing the emergency call module control unit and communication unit J949 does not fix the problem.

### CAUTION

The complaint may re-occur. If the complaint occurs again, please repeat the procedure above.

**A software update for service with a solution for the emergency call module and communication unit J949 control unit is being planned which will permanently rectify the complaint.**

- **Model years 2021 – 2023:**

For vehicles of model years 2021, 2022 and 2023, a software package is being developed for a group of control units so that several complaints can be fixed in one repair. Cluster 37 service package 2.

**TSB 2076404:** *00 Deployment overview for customer service packages MLB and MQB for MIB3/connectivity box/OCU3/LSR*). describes how this software package will be distributed and used.

Billing is performed via the accounting instructions stated in the respective TSB with update instructions.

- **Model Years 2024 and 2025:**

For vehicles of model years 2024 and 2025, a software package is being developed for a group of control units so that several complaints can be fixed in one repair. Cluster 3B+ customer service package.

**TSB 2079416:** *91 MMI: overview of customer service packages MLB and MQB for MIB3/ConBox/OCU3/AED2/gateway after UNECE deployment* describes how this software package will be distributed and used.

Billing is performed via the accounting instructions stated in the respective TPI with update instructions.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9170		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	GFF	0150 0060	Time stated on the diagnostic protocol
	GFF	0150 0010	See SRT with associated operations
<b>Claim Comment:</b>	As per TSB 2073131/3		

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 (**2073131**) 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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