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Bluetooth Connection to Mobile Phone is Cancelled or Error Message "Emergency Call Faulty" in Instrument Cluster (90/25)

Model Line: **911 (992)**

Model Year: **As of 2022 up to 2025**

Equipment: **ECALL & BCALL (M-no. IW1 / IW3)**

Concerns: **External communication control unit**

Cause: **The customer complains that the Bluetooth connection with the mobile phone is interrupted and/or the message "Emergency call faulty, service necessary" is displayed on the instrument cluster.**

Action: Currently, a software solution is only available for the model lines in ongoing production. As soon as a software solution is also available for the vehicles listed in this technical information, this technical information will be updated accordingly.

Until the software solution is available, customer complaints must be resolved using **guided troubleshooting**.

ℹ️ Information

Component replacement will **not** work or provide a remedy in the case of this fault pattern.