

Technical Service Bulletin

Transaction No.: **2077111/3**

91 Audi connect ConMod: functional issues with connect services, GPS position and traffic sign recognition

Release date: Jun 29, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), A6 Sportback e-tron, S6 Sportback e-tron, Q5, Q5 Sportback, SQ5, SQ5 Sportback (GU), Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025	All	Not applicable
A6 (FN)	2026		

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title (Updated title) Revised <i>Condition</i> (Updated verbiage, model table)
2	08/01/2025	Revised title (Updated to remove specificity) Revised header (Added Models) Revised <i>Service</i> (Added instructions for PPC reset)
1	03/04/2025	Initial publication

Customer states:

The dealer complains about one of the following functions:

- Connect services not working
- GPS position incorrect
- Traffic sign recognition implausible

Workshop findings:

- The customer statements can be reproduced.
- The following functions may not be working, if they are standard and do not have to be purchased separately:
 - Online weather information cannot be called up
 - Online news cannot be called up

- Online traffic information is not available
- Satellite maps are not available
- Online radio is not available
- The message “Offline” may occasionally appear on the MMI display.
- Creating a user in the MMI fails and the “try again later” or “technical error occurred” message appears.

Technical Background

Software issue.

Production Solution

Not applicable.

Service

Proceed as follows if this issue occurs:

Part 1:

Perform the ODIS routine “Control module restart” for emergency call module control unit and communication unit J949 (diagnostic address 0075) and then assess whether the connect services are working.



NOTICE

If the functions which were not working have been restored after Step 1, skip Step 2.

Part 2:



NOTICE

Please select the procedure below which is applicable to the model being serviced.

Audi Q6 e-tron, Audi A6 e-tron

- Switch off the ignition.
- Remove fuse SC9 on fuse holder A (3) for emergency call module control unit and communication unit J949 on fuse carrier C-SC in right footwell for at least 1 minute.
- Reinsert the fuse in its position.

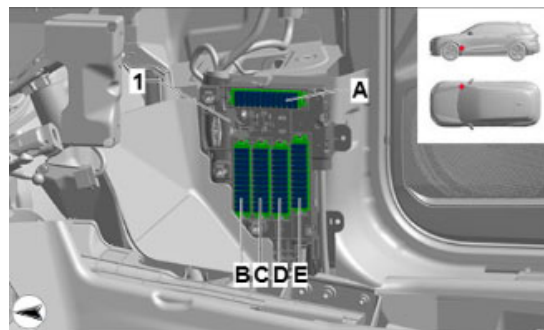


Figure 1. Fuse carrier C-SC.

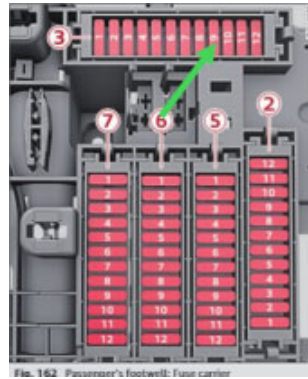


Figure 2. SC9 fuse.

Audi A5 (FU), and Q5 (GU)

- Switch off the ignition.
- Remove fuse SF1 on fuse holder B (2) for emergency call module control unit and communication unit J949 on fuse carrier F-SF in left footwell for at least 1 minute.
- Reinsert the fuse in its position.

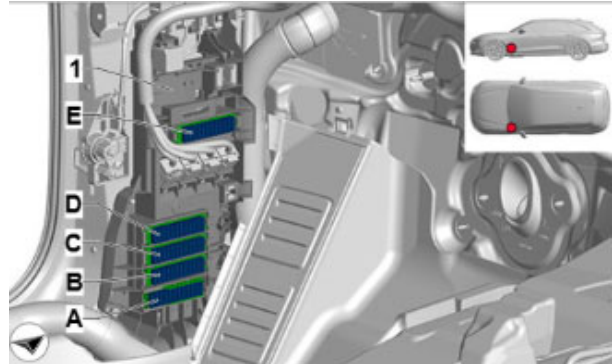


Figure 3. Fitting location of fuse carrier F-SF,



Figure 4. SF1 fuse.

Part 3:

- Check that the emergency call LED is green and make a test call.
- To make a test call press the small button in the roof module.



Figure 5. Test call button.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9107		
Damage Code:	AG39		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
	Service telematics control unit	9170 4199	10 TU
Claim Comment:	As per TSB 2077111/3		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Additional Information

All part and service references provided in this TSB (**2077111**) 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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