



Technical Service Bulletin

91 ConBox High: DTC B200096 or B200000 stored in the telematics control module

91 20 67 2059528/1 May 20, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5	2020	All	Not Applicable

Condition

Customer states:

- An SOS malfunction warning is displayed in the instrument cluster.

Workshop findings:

The following DTC may be stored in the telematics control module, J949 (address word 0075):

- **DTC B200096** (Ctrl. Module Faulty) with symptom code 131077.

Or

- **DTC B200000** (Ctrl. Module Faulty) with symptom code 131096.

Technical Background

The DTCs can be entered erroneously when removing transport mode.

Production Solution

Not applicable.

Service

1. Make sure you use the most current ODIS version:



Tip: The minimum ODIS version is 5.2.6 with GFF 2.20.1.

2. Run GFF. It will populate a parts replacement test plan for the telematics control module, J949 (address word 0075).
3. Follow the replacement test plan **without replacing the part**. The test plan will clear the DTC.
4. Should this procedure fail to clear the fault, please open an ODIS feedback ticket.



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**Note:**

Claims for replaced parts will not be reimbursed.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9170		
Damage Code:	0039		
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2059528/1		

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 (2059528) 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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