



Technical Service Bulletin

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

91 20 25 2059528/2 October 27, 2020. Supersedes Technical Service Bulletin Group 91 number 20-67 dated May 20, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5	2020 - 2021	All	ConBox High
A6, A6 allroad, A6 Avant, RS 6 Avant, S6, A7, S7, RS7, A8, S8, Q5, SQ5, Q7, Q8, SQ7, SQ8, RSQ8, Audi e-tron quattro, and Audi e-tron Sportback	2021	All	ConBox High

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added new models and model years)
1	05/20/2020	Initial publication

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.



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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.



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 #2059528/2		



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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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