



Technical Service Bulletin

91 SOS Malfunction, DTCs U142100 or U164200 or U122C00 entered in the data bus on board diagnostic interface (Gateway)

91 21 91 2062973/1 April 20, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6 allroad, S6, S7, RS 6, RS 7, SQ8, RS Q8, and Audi e-tron Sportback	2020	All	ConBox Low
A4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S4, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Cabriolet, and RS 5 Sportback	2019	All	ConBox Low
A6, A7, A8, Q7, Q8, SQ7, and Audi e-tron quattro	2019 - 2020	All	ConBox Low

Condition

Customer states:

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

Workshop findings:

The following DTC(s) may be stored in the data bus on board diagnostic interface (Gateway), J533 (address word 0019):

- DTC U142100** (Control module for emergency call module and communication unit no communication)

And/or

- DTC U164200** (Ethernet Emergency Call Module no communication).

And/or

- DTC U122C00** (Ethernet databus branch 1 no communication).



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Technical Background

A startup issue can sporadically cause the emergency call module and communication unit (ConBox), J949 (address word 0075) to temporarily stop communicating with the rest of the vehicle.

Production Solution

New ConBox systems in MY2021.

Service

If the DTCs are sporadic and the ConBox can be accessed via diagnostic communication:

1. Please clear the DTCs.
2. Let the vehicle sleep.
3. Recheck the DTCs. If the afore mentioned DTCs come back, please follow TSB 2056076: *91 No diagnostics communication to the telematics control module*.

If the DTCs are static and/or the ConBox cannot be accessed via diagnostic communication:

- Please follow the instructions in TSB 2056076: *91 No diagnostics communication to the telematics control module*

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 25 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU



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Claim Comment:	As per TSB #2062973/1
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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.



Note:

If TSB 2056076: *91 No diagnostics communication to the telematics control module* is used, please refer to the warranty table of that TSB.

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2056076, *91 No diagnostics communication to the telematics control module*.

All part and service references provided in this TSB (2062973) 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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