

Technical Service Bulletin

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

91 21 12 2059528/3 July 8, 2021. Supersedes Technical Service Bulletin Group 91 number 20-25 dated October 27, 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	
3	-	Revised Service (Updated procedure for when it fails)	
		Revised Warranty (Added Labor Operations)	
		Revised Required Parts and Tools (Added table)	
2	10/27/2020	Revised header (Added 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.

Page 1 of 3

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Technical Service Bulletin

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 replace the telematics control module, J949 (address word 0075)



Claims for replaced parts will not be reimbursed if the replacement test plan (step 3) was not attempted before replacement.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles.		
	G10 for CPO Covered Vehicles – Verify Owner.		
	If the vehicle is outside any warranty, this T only.	echnical Service Bull	etin is informational
Service Number:	9170		
Damage Code:	0039		
Labor Operations:	Remove + Reinstall Telematics Control Module	9170 XXXX	See SRT with associated operations

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Technical Service Bulletin

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 #2059528/3		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.				
Part Number	Part Description	Quantity		
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA		
See ETKA	Telematics Control Module	01		

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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