

# Technical Service Bulletin

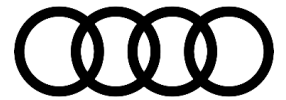
## 91 No diagnostics communication to the telematics control module

91 21 45 2056076/13 October 25, 2021. Supersedes Technical Service Bulletin Group 91 number 21-81 dated March 15, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 sportback, S5, S5 sportback, S5 sportback, RS 5, and RS 5 Cabriolet	2019	All	ConBox Low
A6 allroad, RS 7, SQ8, RS Q8, and Audi e-tron sportback quattro	2020	All	ConBox Low
A6, S6, A7, S7, A8, S8, Q5, SQ5, Q7, SQ7, Q8, and Audi e-tron quattro	2019 - 2020	All	ConBox Low

## Condition

REVISION HISTORY		
Revision	Date	Purpose
13	-	Revised <i>Service</i> (Added Note to Step 7 regarding proper repair) Revised <i>Warranty</i> (Updated Labor Operations)
12	03/15/2021	Revised header (Removed vehicles that don't apply)
11	03/02/2021	Revised <i>Service</i> (Updated Step 7) Revised <i>Required Parts and Tools</i> (Added table)



# Technical Service Bulletin

---

## Customer states:

- An SOS Warning might be displayed in the instrument cluster (Figure 1).



*Figure 1. Emergency call malfunction warning.*

Or

- Connectivity features like remote locking and unlocking are not working.

Or

- No diagnostics communication can be established to the control module for the emergency call module and communication unit (telematics control module or ConBox), J949 (address word 0075) during vehicle diagnostics.

## Workshop findings:

- **No diagnostics communication** can be established with the control module for the emergency call module and communication unit (telematics control module or ConBox), J949 (**address word 0075**).
- Multiple DTCs regarding communication with the telematics control module may be stored in other control modules. However, DTCs are not required to be stored for this TSB to be applicable.



### Note:

This TSB only applies to vehicles that have no diagnostics communication to the telematics control module, J949 (address word 0075). If DTC U153E00 is entered in the telematics control module, J949 (address word 0075), please reference TSB 2055945: *91 SOS Emergency call function deactivated message in the cluster, DTC U153E00 stored in the telematics module.*

## Technical Background

A software bug can cause the control module to freeze during a cold start.

## Production Solution

Not applicable.



# Technical Service Bulletin

---

## Service

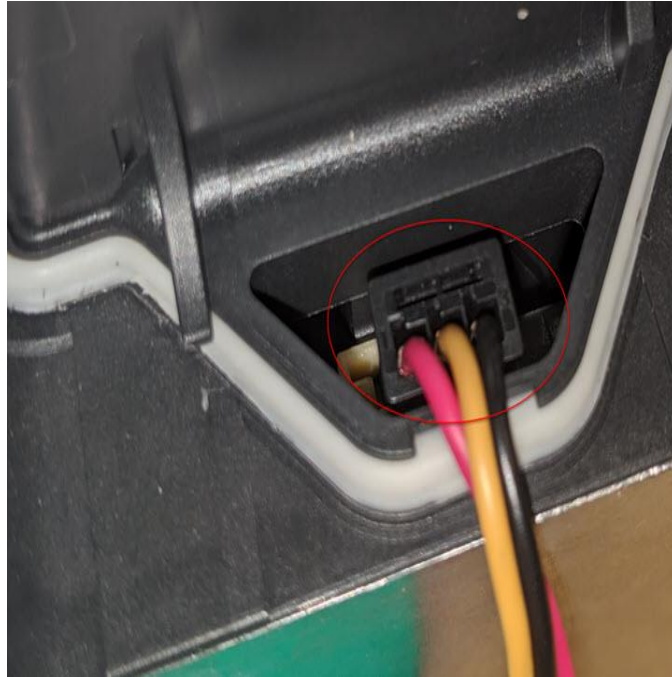
1. Remove and unplug the telematics control module, J949 (address word 0075) according to the Elsa Repair Manual.
2. Open the battery compartment of the telematics control module, J949 (address word 0075) and disconnect the backup battery (Figures 2 - 3).



**Figure 2.** Backup battery compartment location.

# Technical Service Bulletin

---



*Figure 3. Backup battery connector (no release mechanism).*

3. Remove the fuse supplying power to the data bus on board diagnostic interface, J533 (address word 0019). Please consult Elsa or the vehicle's manual as to the fuse location for the specific model you are working on.



**Note:**

The vehicle is not able to be moved under its own power while J533 is without power. Please make sure the vehicle is parked in a suitable location for the duration of the procedure.

4. Leave the battery and Gateway fuse disconnected for approximately 20 minutes.
5. Reinstall the backup battery back into the telematics control module, J949 (address word 0075).
6. Reinstall the telematics control module, J949 (address word 0075) back into the vehicle.
7. If ODIS **still cannot** connect to the telematics control module, J949 (address word 0075) **or it is a repeat repair**, then follow the ODIS test plan and replace the telematics control module with part number 992 035 286 C.

In the case of a repeat repair, please mention the previous claim ID in the claim comments.



**Note:**

If the ConBox needs to be replaced then part number **992 035 286 C** is required, regardless of the part stated in ETKA.



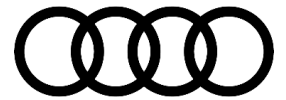
# Technical Service Bulletin

Replacing the ConBox with the part number originally installed will not permanently fix the customer concern and the claim will be denied by Warranty.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	9170		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Telematics control module remove + reinstall	9170 1950 <b>Or</b> 9170 1900 <b>Or</b> 9170 1952	See SRT and associated predecessor by model
	Remove and reinstall the telematics control module backup battery	9170 1999	5 TU
	Remove and reinstall the fuse for the Data Bus on Board Diagnostic Interface	9035 1999	5 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2056076/13		

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.



# Technical Service Bulletin

---

## Required Parts and Tools

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
992035286C	Telematics Control Module (if required)	01

## Additional Information

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

- TSB 2055945, *91 SOS Emergency call function deactivated message in the cluster, DTC U153E00 stored in the telematics module.*
- Owner's Manual: Fuses.
- Elsa: Wiring Diagrams >> Component Locations >> Fuses.

All part and service references provided in this TSB (2056076) 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.

©2021 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.