

Technical Service Bulletin

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

91 22 33 2062973/2 September 23, 2022. Supersedes Technical Service Bulletin Group 91 number 21-91 dated April 20, 2021, for reasons listed below.

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

Condition

REVISION HISTORY				
Revision	Date	Purpose		
2	-	Revised service (updated expected release date)		
1	03/05/2021	Initial publication		

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):

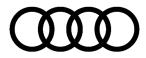
• DTC U142100 (Control module for emergency call module and communication unit no communication)

and/or

© 2022 Audi of America, Inc.

Page 1 of 3

All rights reserved. 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.



Technical Service Bulletin

• DTC U164200 (Ethernet Emergency Call Module no communication).

And/or

DTC U122C00 (Ethernet databus branch 1 no communication).

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:	• 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:	9145		
Damage Code:	0039		

^{© 2022} Audi of America, Inc.

All rights reserved. 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.



Technical Service Bulletin

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
Claim Comment:	As per TSB 2062973/2		

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.



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.

©2022 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.

© 2022 Audi of America, Inc.

All rights reserved. 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.