

# Technical Service Bulletin



**91 SOS Malfunction, DTCs U142100 or U164200 or U122C00 entered in the data bus onboard diagnostic**  
91 23 70 2062973/4 February 7, 2023. Supersedes Technical Service Bulletin Group 91 number 22-44 dated November 4, 2022, 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, e-tron quattro	2019	All	ConBox Low
A6, A7, A8, Q7, and Q8	2019 – 2020		
A6 and allroad, S6, S7, A8 e quattro, S8, e-tron Sportback quattro, SQ7m SQ8, and RS Q8	2020		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (corrected software versions) Revised <i>Warranty</i> (added labor ops for replacing the control module)
3	11/04/2022	Revised <i>Service</i> (added note about GW SW 01XX)
2	09/23/2022	Revised <i>Service</i> (updated expected release date)

### Customer states:

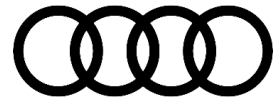
- An SOS malfunction message is displayed in the instrument cluster.

### 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).

## 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 production beginning MY2021.

## Service

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

- Please clear the DTCs.
- Let the vehicle sleep.

**Vehicle is equipped with a Gateway SW 0200 and higher:**

- Recheck the DTCs. If the afore mentioned DTCs come back, please follow TSB 2056076: *91 No diagnostics communication to the telematics control module.*
- *Please use the part number specified in TSB 2056076 if a replacement is necessary, otherwise, the claim may be denied.*

**Vehicle is equipped with a Gateway SW 01XX:**

Please replace the J949 with the part listed in ETKA for the vehicle.

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

**Vehicle is equipped with a Gateway SW 0200 and higher:**

- Please follow TSB 2056076: 91 No diagnostics communication to the telematics control module.
- *Please use the part number specified in TSB 2056076 if a replacement is necessary, otherwise, the claim may be denied.*

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Vehicle is equipped with a Gateway SW 01XX:

- Please replace the J949 with the part listed in ETKA for the vehicle.

## 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>	9145		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	<b>If required (vehicle equipped with gateway SW 01XX):</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
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 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 2062973/4		

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.

 <b>NOTICE</b>
<p><b>If TSB 2056076: 91 No diagnostics communication to the telematics control module is used, please refer to the warranty table of that TSB.</b></p>

## 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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