



# Technical Service Bulletin

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## 91 PSS: ConBox: Bluetooth inop / grayed out, Audi connect features inop, antenna malfunction, SOS malfunction

91 23 32 2071693/1 October 9, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, e-tron S quattro, e-tron GT, RS e-tron GT, Q5, Q5 e quattro, Q5 Sportback, SQ5, and SQ5 Sportback	2023	All	Not Applicable

## Condition

**This bulletin applies only to Model Year 2023 vehicles with ConBox high.**

### Customer states:

- An emergency call malfunction is displayed on the instrument cluster.

### and/or

- The Bluetooth connection to the phone, including Audi Smartphone Integration, is interrupted.

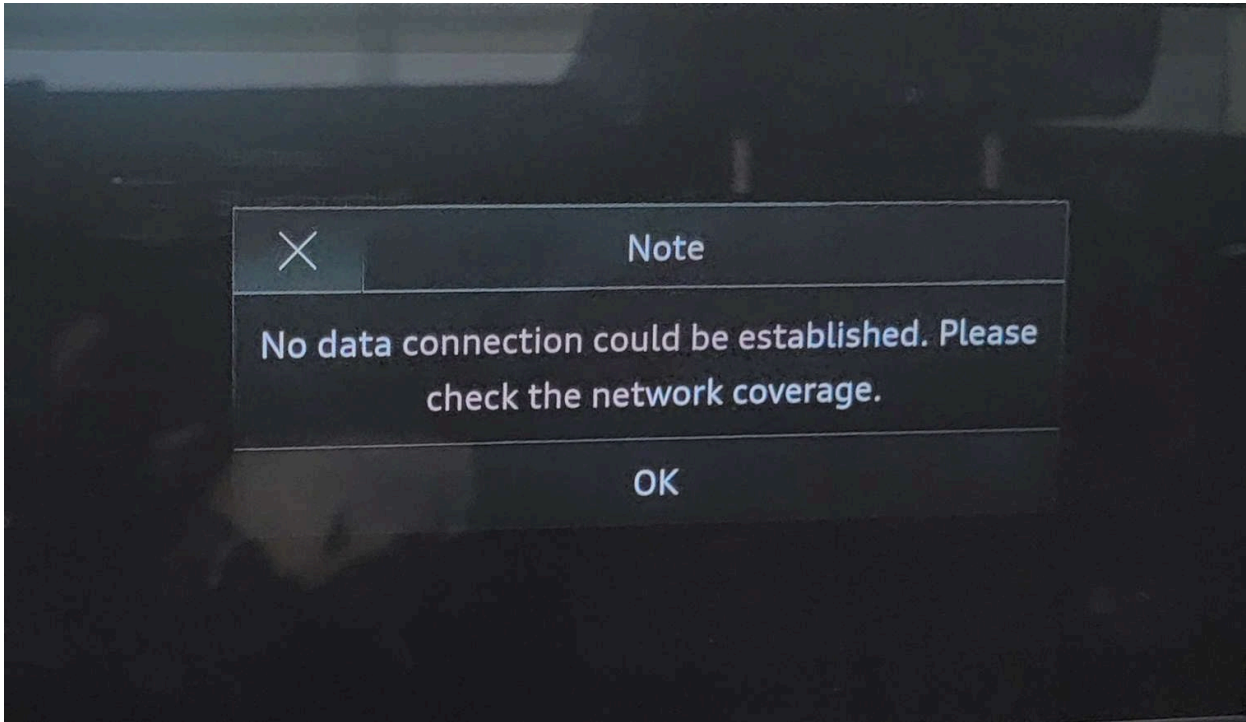
### and/or

- Bluetooth connections and Bluetooth settings are grayed out on the MMI screen (see Figure 1).



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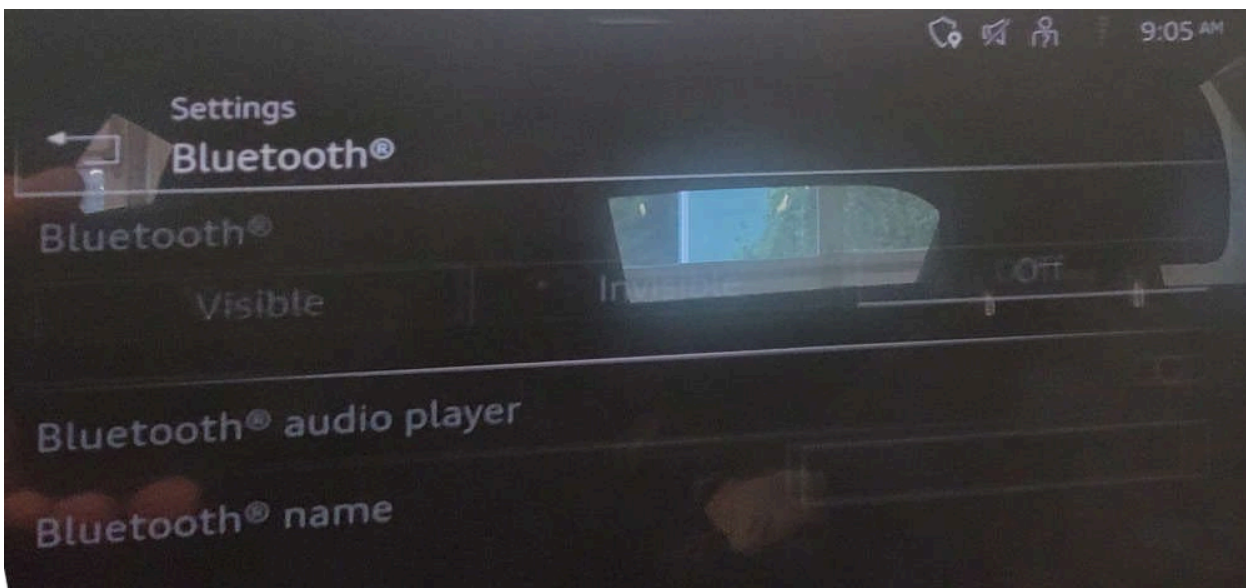
**Figure 1:** Bluetooth settings grayed out.

and/or

- Audi connect features, including in-vehicle and app features cannot be used.

and/or

- A “no data connection” message is displayed on the MMI screen (see Figure 2).





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**Figure 2:** No data connection message.

and/or

- An “Antenna Malfunction” message is displayed on the MMI screen.

**Workshop findings:**

The following DTCs 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

The e-Call LED in the roof module remains illuminated green at all times (see Figure 3).



**Figure 3:** e-Call LED illuminated green.

The complaint may or may not be reproducible.

The vehicle often recovers full functionality temporarily when the control module for emergency call module and communication unit (ConBox) -J949- (address word 0075) is accessed via ODIS, or after a vehicle bus sleep cycle.

## Technical Background

A software issue related to the ConBox may temporarily cause Bluetooth and Connectivity functions to be temporarily not available.

## Production Solution

Not applicable.



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## Service

The root cause responsible for this defect is currently still under analysis. This PSS will be updated as soon as further information is available.

1. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).
3. Our current observations suggest that functionality is usually recovered temporarily by:
  - a. Accessing the ConBox via the ODIS diagnostic tool.
  - b. Turn the vehicle off, close and lock all of the doors, wait about five minutes (sleep bus cycle).

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information

All part and service references provided in this TSB (**2071693**) 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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