



# Technical Service Bulletin

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

91 24 59 2071693/2 January 22, 2024. Supersedes Technical Service Bulletin Group 91 number 23-32 dated October 9, 2023 for reasons listed below.

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 Sportback, e-tron quattro, e-tron S, e-tron S Sportback, e-tron GT, RS e-tron GT, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2023	All	ConBox High
Q8 e-tron quattro, Q8 Sportback e-tron, SQ8 e-tron quattro, SQ8 Sportback e-tron	2024		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised Header (Added MY24 Q8 e-tron (built before CW25/24) Revised Condition (added notice about cases with the e-Call LED not illuminated, or red) Revised <i>Production Solution</i> (Added production solution date)



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		Revised Service (Updated expected service solution release date, updated workaround procedure)
1	10/09/2023	Initial publication

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

**Customer states:**

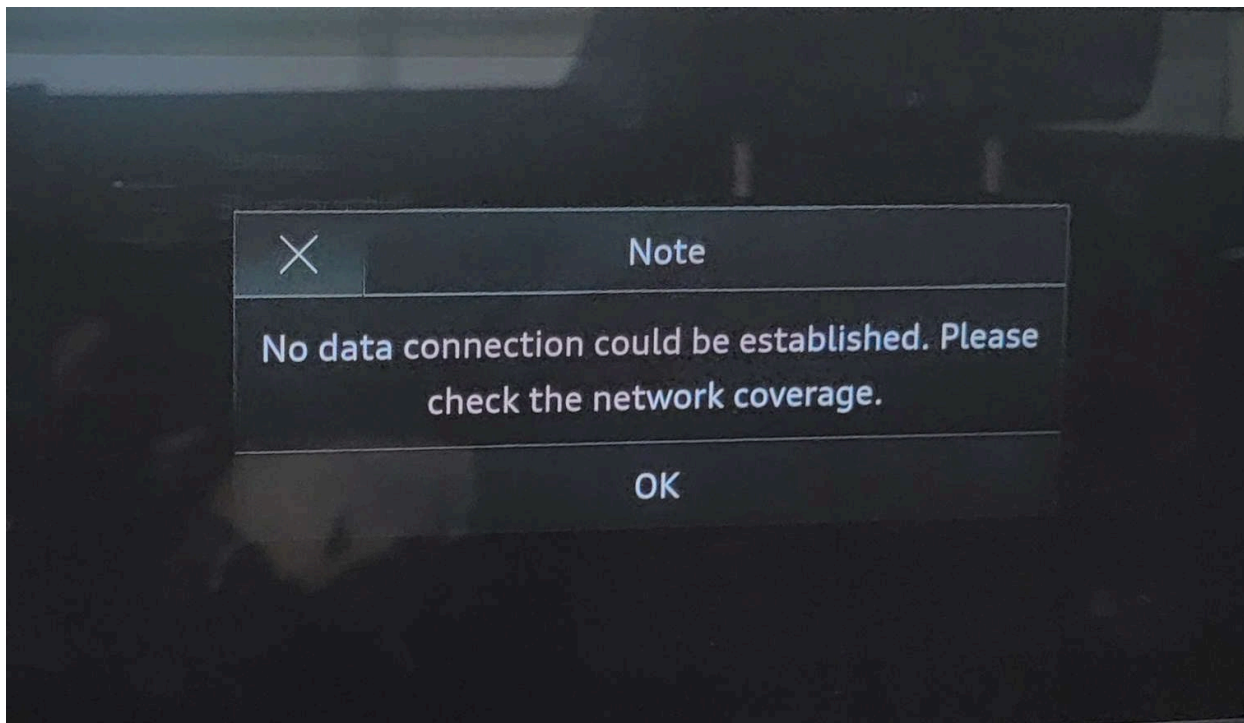
- An emergency call malfunction is displayed on the instrument cluster.

**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).



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

**and/or**

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

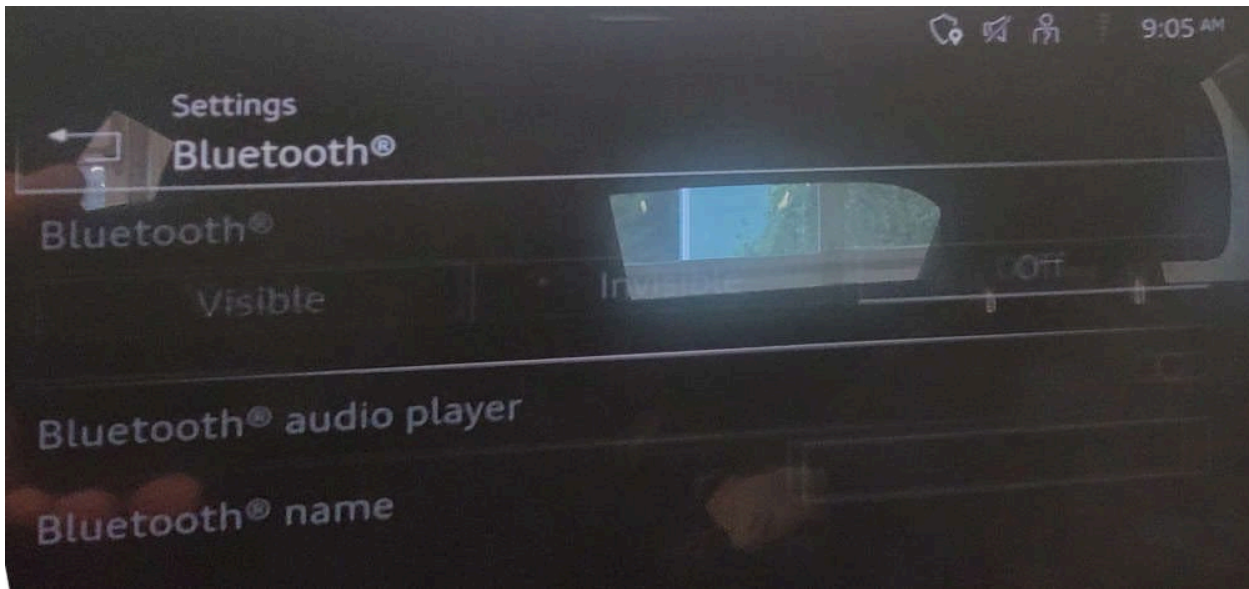
**and/or**

- 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).



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

## CAUTION

If the e-Call LED is not illuminated, or illuminated red, and no other DTCs then listed in this TSB, or only “ghost faults” (marked as unauthorized in the GFF log) are present, it is likely that the issue is due to a connectivity or backend issue, not a hardware issue. In these cases, this TSB does not apply. Please do not replace parts solely because of ghost faults.

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

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

## Production Solution

New ConBox software will be implemented in production in MY2024.

## Service

1. Explain to the customer that a solution is expected to be available by the end of the 2nd quarter of 2024 (subject to change) and that no repairs are necessary at this point. 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:
  - a. By accessing the ConBox via the ODIS diagnostic tool.
  - b. if the vehicle is driven outside of the coverage of the current mobile network cell and it registers to a new mobile network cell.

## 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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