



Technical Service Bulletin

91 ConBox High: DTC B200096 or B200000 stored in the telematics control module

91 24 93 2059528/8 April 3, 2024. Supersedes Technical Service Bulletin Group 91 number 22-49 dated November 17, 2022 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, and RS 5 Sportback	2020 - 2024	All	Not Applicable
A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 - 2024		
A8 e quattro	2021		
A7 e quattro	2021 - 2022		
e-tron quattro, and e-tron Sportback quattro	2021 - 2023		
e-tron S	2022 - 2023		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised header (added model years)



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		Revised <i>Service</i> (removed part replacement step) Revised <i>Warranty</i> (updated labor ops) Revised <i>Require Parts and Tools</i> (removed section)
7	11/17/2022	Revised <i>Service</i> (updated GFF path)
6	09/23/2022	Revised <i>Warranty</i> (updated Service Number)

Customer states:

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

Workshop findings:

The following DTC may be stored in the telematics control module, J949 (address word 0075):

- **DTC B200096** (Ctrl. Module Faulty) with symptom code 131077.

Or

- **DTC B200000** (Ctrl. Module Faulty) with symptom code 131096.

Technical Background

The DTCs can be entered erroneously when removing transport mode.

Production Solution

Not applicable.

Service

Ensure that the most current ODIS Version is being used:

Run the function “J949 – Control Module for Emergency Call Module and Communication Unit, check control module” for the emergency call module control unit and communication unit (J949).

You can find the function via the following path in ODIS: *Select Selftest > Body > Electrical Equipment > 01- On board diagnostic capable system > 0075 – Control Module for Emergency Call Module and Communication Unit - J949- > 0075 – Electrical components.*

NOTICE

Claims for replaced parts will not be reimbursed if the test plan from above was not attempted before replacement. Claims for replaced ConBoxes, if required, should be invoiced outside of the scope of this TSB.



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NOTICE

The DTC B200000 can be entered into the control module after an aborted or incomplete software update of the ConBox. If the ConBox was recently updated, please confirm that the update was successful by checking that the software version of the ConBox corresponds to the expected new software version. If there is a discrepancy, please rerun the software update before following the instructions above.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 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		
Diagnostic Time:	GFF	0150 0010	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol (Max 30 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 2059528/8		

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.

Additional Information

All part and service references provided in this TSB (**2059528**) 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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