



Technical Service Bulletin

91 ConBox Low: Ordering replacement parts

91 24 10 2073580/2 May 7, 2024. Supersedes Technical Service Bulletin Group 91 number 24-92 dated April 3, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS 5, RS 5 Sportback, and e-tron	2019	All	Not Applicable
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, A6, A7, A8, Q5, SQ5, Q7, and Q8	2019 - 2020		
A6 allroad, S6, S7, A8 e quattro, S8, e-tron Sportback, Q5 e quattro, SQ7, SQ8, and RS Q8	2020		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (added required GFF log format note)
1	04/03/2024	Initial publication

Customer states:

The customer has a complaint regarding the operation of the emergency call and communication unit (ConBox) - J949- (address word 0075).

Examples could be:

- No Bluetooth available.
- No internet connection.
- Emergency call warning displayed on the instrument cluster.
- Emergency call LED in the dome light module is lit up red / flashes red or is off.
- Audi Connect services are unavailable.



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Technical Background

To avoid the unnecessary replacement of the emergency call module control unit and communication unit -J949-, additional checks and documentation is required.

Production Solution

Not applicable.

Service

CAUTION

When checking for the TSB references listed below, please make sure you search for them in ElsaPRO with the VIN of the current vehicle loaded. Certain TSBs only apply to specific vehicle configurations. ElsaPRO will filter out and not display TSBs that do not apply to the current vehicle.

Before ordering a new emergency call module control and communication unit -J949-, proceed as follows:

1. Check if the condition may be normal, please see TSB 2070046: *91 Emergency call warning in instrument cluster when out of cellular coverage U153E00*.
2. Use Guided Fault Finding on the ODIS tester to process all event memory entries, excluding unauthorized (ghost) faults, and follow the test plans. Do not replace any parts yet though even if the test plan requests a parts replacement.
3. Check if a software update is available for the emergency call module and communication unit -J949- (address word 0075. The software update instructions are listed in the following TSBs:
 - a. TSB 2056076: *91 No diagnostics communication to the telematics control module; DTC U142100*.
 - b. TSB 2055945: *91 SOS Emergency call function deactivated message in the cluster, DTC U153E00 is stored in the telematics module*.
4. Please perform a terminal 30 reset for the emergency call module and communication unit -J949-. Remove and then, after a short time, reinstall the ConBox backup battery while the control module is disconnected from the vehicle. You can find the process in the repair manual in ElsaPro. Afterwards, switch on ignition (terminal 15) for at least 2 minutes. This procedure is outlined in:
 - a. TSB 2056076: *91 No diagnostics communication to the telematics control module; DTC U142100*.
 - b. TSB 2070942: *91 No diagnostics communication to the telematics control module (ConBox); DTC U142100*.
5. If the issue has not been rectified after the first four steps, please provide all documents that are required during the ordering process in ETKA (please save diagnostic logs in html format using the ODIS tester). These documents will be checked internally and, if necessary, following this analysis, a control unit will be sent to you.
6. If a support (TAC) ticket has already been created for the complaint, please attach those documents to the case.



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Warranty

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

Required Parts and Tools

Invoicing is performed using the established process.

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; DTC U142100.*
- TSB 2070942: *91 No diagnostics communication to the telematics control module (ConBox); DTC U142100.*
- TSB 2055945: *91 SOS Emergency call function deactivated message in the cluster, DTC U153E00 is stored in the telematics module.*
- TSB 2070046: *91 Emergency call warning in instrument cluster when out of cellular coverage U153E00.*

All part and service references provided in this TSB (**2073580**) 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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