



Technical Service Bulletin

91 ConBox high: SOS Malfunction shown on the instrument cluster

91 24 22 2074410/1 June 28, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2023	All	ConBox High

Condition

Customer states:

The customer states one of the following:

- The message “SOS Emergency Call function: malfunction. Function unavailable. Please contact service” (Figure 1) is displayed on the instrument cluster.

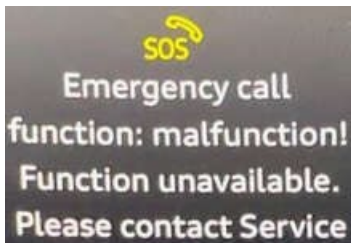


Figure 1: Emergency call warning message.

- Bluetooth functionality is limited.
- WiFi functionality is limited.
- Connected features cannot be used.
- eCall LED is not lit.

Workshop findings:

- The customer complaint can be reproduced.

The following can be logged in *the* Emergency Call Module and Communication Unit (ConBox) -J949-, (address word 0075):

- **DTC U13EB00:** Emergency call module and communication unit Flight mode active (active/static)

The following can be logged in *the* Data Bus On Board Diagnostic Interface - J533-, (address word 0019):



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- **DTC U164200:** Ethernet Emergency Call Module no communication (passive/sporadic)
- **DTC U142100:** Control module for emergency call module and communication unit no communication (passive/sporadic)

Technical Background

Software-related malfunction.

Production Solution

New software in series production starting in Q3/2024.

Service

This TSB closes PSS 2071693: *91 PSS: Conbox Bluetooth inop./grayed out, Audi connect features inop, antenna malfunction, SOS malfunction.*

The service solution is realized through a software update of *the* Emergency Call Module and Communication Unit (ConBox) -J949-.

Please proceed as described below:

On the ODIS-Tester, select “Only allow DoIP communication” under *Admin >> General >> GFF Process*. This is automatically reset on exiting the diagnostic session.

Please update the Emergency Call Module and Communication Unit (ConBox) -J949- (address word 0075) via SVM code. For SVM code entry, use the ODIS operating mode “Flashing”. The SVM code required is:

75A029

Please follow the instructions on the ODIS tester.

NOTICE

For vehicles with high-voltage components:

- **To prevent charging of the high-voltage battery during the software update, the high-voltage cable is to be removed BEFORE the entry of the SVM code on vehicles with high-voltage components.**
- **Charging the high-voltage battery during a software update can damage the high-voltage components.**

Check after the update that the following statements are correct:

- Status of the eCall LED is green.
- The Emergency Call Module and Communication Unit (ConBox) identifies with SW Version 0497.



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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 of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9145		
Damage Code:	0039		
Labor Operations:	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Labor according to diagnostic log
Claim Comment:	As per TSB 2074410/1		

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 (**2071088**) 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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