



Technical Service Bulletin

91 ConBox High: eCall fault / eCall LED red with DTC B200000

91 24 30 2059528/11 July 18, 2024. Supersedes Technical Service Bulletin Group 91 number 24-23 dated June 28, 2024 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, A6, A6 allroad, S6, A7, S7, A8, S8, Q5, Q5 e quattro, SQ5, Q7, SQ7 Q8, SQ8, and RS Q8	2020 - 2024	All	ConBox High
e-tron Sportback	2020 - 2023		
A8 e quattro	2020 - 2021		
RS 5, RS 5 Sportback, RS 6 Avant, RS 7, Q5 Sportback, and SQ5 Sportback	2021 - 2024		
e-tron	2021 - 2023		
A7 e quattro	2021 - 2022		
e-tron GT, and RS e-tron GT	2022 - 2024		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 e-tron Sportback	2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
11	-	Revised <i>Production Solution</i> (added date)



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		Revised <i>Service</i> (updated measure)
10	06/28/2024	Revised header (added model years, software filter, PR numbers) Revised title (removed B200096) Revised <i>Condition</i> (update customer statement and workshop finding) Revised <i>Service</i> (updated procedure) Revised <i>Warranty</i> (updated Warranty table format)
9	11/17/2022	Revised <i>Service</i> (updated procedure)

Customer states:

The following warning appears in the instrument cluster:

“Emergency call function: malfunction! Function unavailable. Please contact service” (Figure 1).

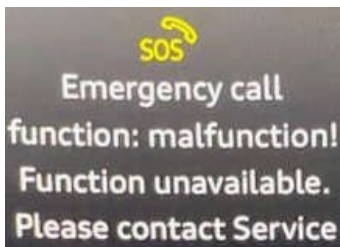


Figure 1. Warning message.

Workshop findings:

The following DTC is stored in the Emergency Call Module and Communication Unit (ConBox), J949 (address word 0075):

DTC B200000: Ctrl. Module Faulty. (active / static)

Technical Background

Software issue, DTC is stored without a good reason.

Production Solution

The DTC setting conditions will be optimized with new software versions for the Emergency Call Module and Communication Unit (ConBox). This has been deployed since CW 29/2024.

Service

The solution for this complaint has two parts. Follow the steps below, start with part 1.

Ensure that the most current ODIS Version is being used (minimum > 2024.04.00).



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Part 1 should be invoiced via this TSB. Part 2 should be invoiced via the applicable TSB for that part.

Part 1:

From the test plan, perform program “J949 – Control Module for Emergency Call Module and Communication Unit, check control module”. The program is automatically added as part of the test plan due to DTC “B200000: Control module faulty” being logged. You can also find the function under the following path in ODIS: *Self-test >> Diagnostic capable systems >> 0075 – Control Module for Emergency Call Module and Communication Unit -J949- >> 0075 – Electrical components >> Control Module for Emergency Call Module and Communication Unit, check control module.*

Then check whether the DTC has been erased and the message has disappeared from the instrument cluster. If the message is still shown, repeat step 1, otherwise, continue with part 2.

Part 2:

Model years 2020 and 2021:

For vehicles of model years 2020 and 2021, a software package has been developed for a group of control units so that several complaints can be fixed in one repair. Cluster 35 service update TSB 2067021 (MY 2020) or recall 91DZ (MY 2021) describes how this software package will be distributed and used.

Model years 2022, 2023 and 2024:

Please perform Guided Fault Finding for the stored DTCs.

Warranty

Part 1:

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9145		
Damage Code:	0039		
Labor Operations:	GFF	0150 0010	See SRT with associated operations
	GFF	0150 0060	Labor according to diagnostic log
Claim Comment:	As per TSB 2059528/11		

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.



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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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