



Technical Service Bulletin

91 ConBox high: SOS Malfunction shown on the instrument cluster

91 24 35 2074410/3 July 27, 2024. Supersedes Technical Service Bulletin Group 91 number 24-27 dated July 17, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron, and e-tron Sportback	2023 – 2024	All	Conbox High
A4, A5 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 GT, RS e-tron GT, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2023		

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added MY24 Q8 e-tron)
2	07/17/2024	Revised header (Added additional models)
1	06/25/2024	Initial publication

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.



Technical Service Bulletin

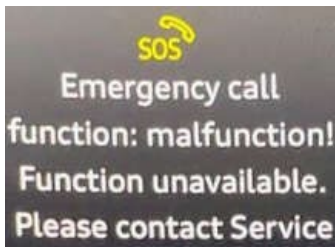


Figure 1: Emergency call warning message.

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

Workshop findings:

- The customer complaint can be reproduced.

The following may 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 may be logged in the Data Bus Onboard Diagnostic Interface - J533-, (address word 0019):

- **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 implemented via a software update of *the* Emergency Call Module and Communication Unit (ConBox) -J949-.



Technical Service Bulletin


Please proceed as follows:

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. To enter the SVM code, use the ODIS operating mode “Flashing”. The SVM code is:

75A029

Please follow the instructions on the ODIS tester.

 NOTICE	
For vehicles with high-voltage components:	
<ul style="list-style-type: none"> • 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 apply:

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

Warranty

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:	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2074410/3		

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.



Technical Service Bulletin

Additional Information

All part and service references provided in this TSB (**2074410**) 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.

©2024 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.