



Technical Service Bulletin

91 ConBox Low: SOS Malfunction warning in instrument cluster

91 24 47 2070046/3 August 30, 2024. Supersedes Technical Service Bulletin Group 91 number 23-03 dated June 8, 2023 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, RS 5 Sportback, A6, A7, A8, Q5, SQ5, Q7, and Q8	2019	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title (improve searchability) Revised header (updated software filters) Revised Condition (generalized condition) Revised Technical Background (simplified)
2	06/08/2023	Revised header (Added new models)
1	04/17/2023	Initial publication

Customer states:

- A warning message regarding the emergency call system is displayed on the instrument cluster.
- After a bus sleep cycle, the error message is no longer displayed.

Technical Background 1

The connectivity box Low stores an event memory entry after 5 unsuccessful login attempts to the cellular network (rejects from the mobile network).



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As soon as the vehicle is able to log in again, the event memory entry is set to passive.

When the vehicle is in an area without AT&T coverage and the ConBox attempts to log into another provider, the login is rejected by the mobile network. This is expected and not an error.

Production Solution

Not applicable.

Service

No repair is available.

Do not perform any repairs. Any repairs for this concern may be denied.

Instruct the customer that this condition is normal.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2070046**) 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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