



# Technical Service Bulletin

## 91 ConBox Low: SOS Malfunction - DTC U142100 stored in the gateway

91 24 48 2070942/4 August 30, 2024. Supersedes Technical Service Bulletin Group 91 number 24-05 dated April 26, 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, RS 5, RS 5 Sportback, A6, A7, A8, Q5, SQ5, Q7, and Q8	2019	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised title (improved searchability) Revised <i>Condition</i> (simplified condition) Revised <i>Production Solution</i> (updated) Revised <i>Service</i> (removed criteria, added note about spare parts) Revised <i>Required Parts and Tools</i> (removed)
3	04/26/2024	Revised <i>Warranty</i> (updated labor ops / times)
2	10/26/2023	Revised <i>Condition</i> (added customer statement)

### Customer States:

- An SOS emergency call warning is displayed on the instrument cluster.
- The e-call LED is red or off.

### Workshop findings:

There is no communication between the emergency call module and communication unit -J949- (address word 0075) and the ODIS tester.



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The following DTC is stored in the Gateway -J533- (address word 0019):

- **DTC U142100:** Control module for emergency call module and communication unit no communication.

## Technical Background 1

There is no communication with emergency call module control unit and communication unit -J949- (address word 0075) or communication is disrupted.

This is indicated by a DTC (U142100) in the gateway -J533- (address word 0019).

As soon as communication can be re-established, this event memory is entered as sporadic.

## Production Solution

The complaint no longer occurs with emergency call module control unit and communication unit software 0420 (new CLU4 vehicle combination)

## Service

1. Remove and unplug the control module for the emergency call module and communication unit, -J949- (address word 0075) according to the Elsa Repair Manual.



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2. Open the battery compartment of the control module for the emergency call module and communication unit, -J949- (address word 0075), and disconnect the backup battery (Figures 2 - 3).



*Figure 2. Backup battery compartment location.*



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*Figure 3. Backup battery connector (no release mechanism).*

3. Wait approximately one minute, then reinstall the backup battery back into the control module for the emergency call module and communication unit, -J949- (address word 0075).



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4. Reinstall the control module for the emergency call module and communication unit, -J949- (address word 0075) back into the vehicle.
5. If the DTC entry is still shown as “static” afterwards, please order a new emergency call module control unit and communication unit -J949- (address word 0075) according to ETKA and install it using the ODIS tester.

## CAUTION

Cluster 1 vehicles have a reduced spare part compatibility. Please closely observe the notes in Parts-on-Command when ordering a replacement part. **Do NOT** use part number 992.035.286.C for these vehicles, even if it is suggested by ETKA!

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9145		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Remove and install/replace telematics control unit	9170 19xx / 9170 55xx	See SRT with associated operations
	Remove and install emergency battery for telematics	9178 1999	10 TU
	Charge Battery	2706 8950	See SRT with associated operations
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol
<b>Claim Comment:</b>	As per TSB 2070942/4		



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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 parts and service references provided in this TSB (**2070942**) are subject to change and/or removal.

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