



Technical Service Bulletin

91 ConBox Low: Ordering replacement parts (applies to any customer complaint or DTC, including SOS Malfunction)

91 24 50 2073580/3 September 9, 2024. Supersedes Technical Service Bulletin Group 91 number 24-10 dated May 7, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS 5, RS 5 Sportback, and e-tron	2019	All	ConBox Low
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, A6, A7, A8, Q5, SQ5, Q7, and Q8	2019 – 2020		
A6 allroad, S6, S7, A8 e quattro, S8, e-tron Sportback, Q5 e quattro, SQ7, SQ8, and RS Q8	2020		

Condition

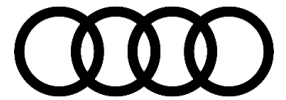
REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (updated service procedure) Revised <i>Warranty</i> (added warranty table)
2	05/07/2024	Revised <i>Service</i> (added required GFF log format note)
1	04/03/2024	Initial publication

Customer states:

The customer has a complaint regarding the operation of the emergency call and communication unit (ConBox) - J949- (address word 0075).

Examples could be:

- No Bluetooth available.
- No internet connection.
- Emergency call warning displayed on the instrument cluster.



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- Emergency call LED in the dome light module is lit up red / flashes red or is off.
- Audi Connect services are unavailable.

Technical Background 1

To avoid the unnecessary replacement of the emergency call module control unit and communication unit -J949-, additional checks and documentation is required.

Production Solution

Not applicable.

Service

CAUTION

When checking for the TSB references listed below, please make sure you search for them in ElsaPRO or Elsa2Go with the VIN of the current vehicle loaded. Certain TSBs only apply to specific vehicle configurations. ElsaPRO or Elsa2Go will filter out and not display TSBs that do not apply to the current vehicle.

Before ordering a new emergency call module control and communication unit (ConBox) -J949-, proceed as follows:

Check the software level of the Data Bus On-Board Diagnostic Interface (Gateway) -J533- (address word 0075):

If the software level of the Gateway is lower than 0200 (CL1):

1. Check if the condition may be normal, please see TSB 2070046: 91 Emergency call warning in instrument cluster when out of cellular coverage U153E00.
2. Use Guided Fault Finding on the ODIS tester to process all event memory entries, excluding unauthorized (ghost) faults, and follow the test plans. **Do not replace any parts yet though even if the test plan requests a parts replacement.**
3. If ODIS cannot communicate with the ConBox -J949- (address word 0075), please perform a terminal 30 reset of the ConBox -J949- by removing the ConBox from the vehicle and remove the backup battery. After a couple minutes, reinstall the backup battery and re-connect the ConBox to the vehicle. Test again if communication with the ConBox can be re-established before reassembling. Please consult the repair manual in ElsaPRO or Elsa2Go.

DANGER

Currently, only part number 4K1 035 283 C is compatible with CL1 vehicles.



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- **Do not use 992 035 286 C to replace the ConBox in those vehicles. This part number is not compatible with CL1 vehicles and causes reduced functionality if used.**
- **4K1 035 283 C's stock is extremely limited and may not be available at this time.**

If the software level of the Gateway is higher than or equal to 0200 (CL2):

 **NOTICE**

Always use DoIP when flashing a control module via ODIS in supported vehicles.

- **To Activate DoIP, select Administration>>General>>GFF Process>>DoIP communication>>Only allow DoIP communication.**
- **This setting will automatically reset when the diagnostic session is ended.**
- **You can tell if DoIP is active by observing a red LED on the VAS 6154(A)**

1. If ODIS cannot communicate with the ConBox -J949- (address word 0075), please perform a terminal 30 reset of the ConBox -J949- by removing the ConBox from the vehicle and remove the backup battery. After a couple minutes, reinstall the backup battery and re-connect the ConBox to the vehicle. Test again if communication with the ConBox can be re-established before reassembling.
2. If the software level of the ConBox (address word 0075) is 0233:
 - a. Follow all instructions in TSB 2011732: 00 Software Version Management (SVM), operating instructions.
 - b. Update the telematics control module, -J949- (address word 0075) using the SVM action code as listed in the table below, if necessary (This update will take approx. 35 minutes):

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A4, A5, A6, A7, A8, Q5, Q7, Q8, and e-tron	4K1035283C	0233	4K1035283K	0420	75A027

3. Please check the following after the update completed:

Software version of the emergency call module control unit and communication unit J949 (address word 0075) changed to software version 0420.

Status of the emergency call LED: green.



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If the customer complaint has not been rectified by the steps above

Open a support (TAC) ticket and provide the following documentation attached to the ticket:

- A photo showing the ConBox installed in the vehicle with all connectors connected.
- A photo showing the current status of the eCall LED in the roof module.
- An initial GFF log, as well as a GFF log after the steps above have been performed. The GFF logs should be in HTML format.

These documents will be checked internally and, if necessary, following this analysis, a control unit will be released.

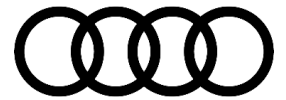
 **WARNING**

Applies to vehicles with high-voltage components:

- To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged **BEFORE** the SVM code is entered.
- Please note that charging the high-voltage battery during a software update can cause damage to the high-voltage components.

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:	If required: Onboard computer ECM backup battery replace	9178 5551	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol
	If required: Software Update	0151 0060	Time stated on the diagnostic protocol
	Charge battery	2706 8950	See SRT with associated operations



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Claim Comment:	As per TSB 2073580/3
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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

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

TSB 2011732: *00 Software Version Management (SVM), operating instructions*

All part and service references provided in this TSB (**2073580**) 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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