

## Technical Service Bulletin

<b>Topic</b>	91 ConBox Low: SOS Malfunction, "Emergency call function: fault" (DTC U142100, U153E00)
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2056076/22
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Mar 6, 2025

### Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0075 - Emergency call module and communication unit	U153E00: Emergency call module and communication unit Recognition in mobile communications network not possible		static
0075 - Emergency call module and communication unit	U153E00: Emergency call module and communication unit Recognition in mobile communications network not possible		Intermittent
0019 - Data Bus OBD Interface	U142100: Control module for emergency call module and communication unit no communication		Intermittent
0019 - Data Bus OBD Interface	U142100: Control module for emergency call module and communication unit no communication		static

### New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services -> manual emergency call	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> automatic emergency call	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> emergency call data transfer	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> automatic emergency call -> automatic online roadside assistance call	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> manual emergency call -> manual online roadside assistance call	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> emergency call data transfer -> online roadside assistance call data transfer	functionality -> no function	

## Vehicle data

### All vehicles with ConBox Low (CL2)

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2019	A		*	*	*
4A*	2020	A		*	*	*
4K*	2019	A		*	*	*
4K*	2020	A		*	*	*
4M*	2019	A		*	*	*
4M*	2020	A		*	*	*
4N*	2019	A		*	*	*
4N*	2020	A		*	*	*
8W*	2019	A		*	*	*
F5*	2019	A		*	*	*
FY*	2019	A		*	*	*
FY*	2020	A		*	*	*
GE*	2019	A		*	*	*
GE*	2020	A		*	*	*

#### PR numbers

PR numbers
?:with IW3

#### Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0019 - Data Bus OBD Interface	*	02*	*	*
0019 - Data Bus OBD Interface	*	03*	*	*
0075 - Emergency call module and communication unit	4K1.035.283.C	0233	4K1.035.283.B	H09

## Documents

Document name
<a href="#">master.xml</a>

## Condition

REVISION HISTORY		
Revision	Date	Purpose
22	-	Revised <i>Service</i> (Added information to confirm completion)
21	09/11/2024	Revised <i>title</i> (Added terms to improve searchability) Revised <i>Condition</i> (integrated condition from TSB 2055945) Revised <i>Service</i> ( <i>clarified steps</i> ) Revised <i>Required Parts and Tools</i> (removed, added disclaimer)
20	11/17/2023	Revised <i>Condition</i> (added note about red/off eCall LED) Revised <i>Service</i> (simplified reset procedure) Revised <i>Warranty</i> (updated warranty table)

### Customer States:

One of the following statements apply:

- The warning message "Emergency call function: fault. Function unavailable. Please contact workshop." is displayed on the instrument cluster.
- Navigation position doesn't match the current location.
- eCall not working.
- Connect services not working.
- The eCall LED in the roof module is red or off.

### Workshop findings:

One of the following DTCs may be stored in the Emergency Call Module Control Unit and Communication Unit (address word 0075):

- **DTC U142100:** Control module for emergency call module and communication unit no communication,
- **DTC U153E00:** Emergency call module and communication unit Recognition in mobile communications network not possible.

### CAUTION

The complaints in this TSB cannot be resolved by running test plans for the DTCs mentioned above.

- The repair **MUST** be carried out via SVM code.
- The GFF test plans **should not** be run and cannot be invoiced.

## Technical Background

Software issue.

## Production Solution

This control module is no longer installed in series production.

## Service

### SVM Update Instructions

#### 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)

#### NOTICE

If the ODIS tester cannot communicate with the emergency call module control unit and communication unit -J949- (address word 0075), please perform a terminal 30 reset on the J949 control unit.

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. 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	<b>75A027</b>

1. Please check the following after the update completed:

If the control unit still reports with SW Version 0233 but with part number 4K1 035 283 K after the update using the SVM code, run the same SVM code again. This will flash the target SW version to 0420.

#### 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

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>If the vehicle is outside 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>	Repair control unit for emergency call (terminal 30 reset)	9170 4199	10 TU
	Software Update	0151 0010	See SRT with associated operations
	Software Update	0151 0060	Time stated on the diagnostic protocol
<b>Claim Comment:</b>	As per TSB 2056076/22		

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.

## Required Parts and Tools

Replacing control units or other parts will not solve this complaint. If parts are replaced without good reason, they will be charged back.

## Additional Information

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

- TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
- Owner's Manual: Fuses.
- Elsa: Wiring Diagrams >> Component Locations >> Fuses.

All part and service references provided in this TSB (**2056076**) 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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