Technical Service Bulletin

91 ConBox High: DTC B200096 or B200000 stored in the telematics control module

91 21 12 2059528/3 July 8, 2021. Supersedes Technical Service Bulletin Group 91 number 20-25 dated October 27, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5	2020 - 2021	All	ConBox High
A6, A6 allroad, A6 Avant, RS 6 Avant, S6, A7, S7, RS7, A8, S8, Q5, SQ5, Q7, Q8, SQ7, SQ8, RSQ8, Audi e-tron quattro, and Audi e-tron Sportback	2021	All	ConBox High

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Service* (Updated procedure for when it fails) Revised *Warranty* (Added Labor Operations) Revised *Required Parts and Tools* (Added table)
2	10/27/2020	Revised header (Added Models and Model Years)
1	05/20/2020	Initial publication

Customer states:

- An SOS malfunction warning is displayed in the instrument cluster.

Workshop findings:

The following DTC may be stored in the telematics control module, J949 (address word 0075):

- **DTC B200096** (Ctrl. Module Faulty) with symptom code 131077.

Or

- **DTC B200000** (Ctrl. Module Faulty) with symptom code 131096.

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Technical Background

The DTCs can be entered erroneously when removing transport mode.

Production Solution

Not applicable.

Service

1. Make sure you use the most current ODIS version:

   Tip: The minimum ODIS version is 5.2.6 with GFF 2.20.1.

2. Run GFF. It will populate a parts replacement test plan for the telematics control module, J949 (address word 0075).

3. Follow the replacement test plan **without replacing the part**. The test plan will clear the DTC.

4. Should this procedure fail to clear the fault, please replace the telematics control module, J949 (address word 0075)

   Note:

Claims for replaced parts will not be reimbursed if the replacement test plan (step 3) was not attempted before replacement.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9170		
Damage Code:	0039		
Labor Operations:	Remove + Reinstall Telematics Control Module	9170 XXXX	See SRT with associated operations

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Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2059528/3		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	**Part Description**	**Quantity**
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Telematics Control Module	01

Additional Information

All part and service references provided in this TSB (2059528) 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.