

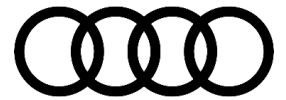
# Technical Service Bulletin

**91 ConBox High: DTC B200096 or B200000 stored in the telematics control module  
91 22 72 2059528/4 January 31, 2022. Supersedes Technical Service Bulletin Group 91 number 21-12  
dated July 8, 2021 for reasons listed below.**

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 - 2022	All	Not Applicable
A8, and S8	2021	All	Not Applicable
RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, RS 7, e-tron quattro, e- tron Sportback quattro, e- tron GT, e- tron RS GT, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2022	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised Header (Added new model years) Revised Service (Added note about software updates)



# Technical Service Bulletin

---

3	07/08/2021	Revised <i>Service</i> (Updated procedure for when it fails) Revised <i>Warranty</i> (Added Labor Operations) Revised <i>Required Parts and Tools</i> (Added table)
2	10/27/2020	Revised header (Added Models and Model Years)

## 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.

## Technical Background

The DTCs can be entered erroneously when removing transport mode.

## Production Solution

Not applicable.

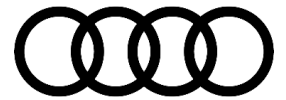
## Service

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



**Tip:** The minimum ODIS version is 5.2.6 with GFF 2.20.

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.



# Technical Service Bulletin

---

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.



**Note:**

The DTC B200000 can enter into the control module after an aborted or incomplete software update of the ConBox. If the ConBox was recently updated, please confirm that the update was successful by checking that the software version of the ConBox corresponds to the expected new software version. If there is a discrepancy, please rerun the software update before following steps 1 through 3 above.

## Warranty

Claim Type:	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
Service Number:	9170		
Damage Code:	0039		
Labor Operations:	Remove + Reinstall Telematics Control Module	9170 XXXX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)



# Technical Service Bulletin

	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2059528/4		

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.

©2022 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.