Technical Service Bulletin

91 ConBox - Flight mode resets on its own after having been successfully removed at PDI (DTC U13EB00)
91 23 64 2069329/1 January 31, 2023.

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, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, Q7, SQ7, Q8, SQ8, RS Q8, R8, R8 GT, and R8 Spyder	2023	All	Not Applicable

Condition

Customer states:

- The e-call LED is red.

- An SOS Malfunction is displayed on the instrument cluster.

Workshop findings:

The following DTC may be stored in the Emergency Call Module and Communication Unit (ConBox) –J989- (address word 0075).

- **DTC U13EB00**: Emergency call module and communication unit Flight mode active.

- Flight mode was successfully removed at PDI (the PDI test plan was completed successfully).

Technical Background

This complaint is currently in analysis.

The parts supplier requires parts with the fault active in order to determine the root cause of the issue and to develop a solution.

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Production Solution

Not applicable.

Service

Please replace the Emergency Call Module and Communication Unit (ConBox) -J989- according to the instructions in the Elsa repair manual.

Warranty

Claim Type:	• 110 for 48 Months/50,000 Miles.		
	• G10 for CPO Covered Vehicles – Verify Owner.		
	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9145		
Damage Code:	A039		
Labor Operations:	Telematics control module remove + reinstall	9170 1950	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 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 2069329/1		

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**

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See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
4KE035283G	Emergency Call Module and Communication Unit (ConBox)	01

Additional Information

All parts and service references provided in this TSB (**2069329**) are subject to change and/or removal.