Technical Service Bulletin

91 No diagnostics communication to the telematics control module; DTC U142100

91 23 19 2056076/19 August 8, 2023. Supersedes Technical Service Bulletin Group 91 number 23-08 dated June 29, 2023, for reasons listed below.

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

Condition

Revision	Date	Purpose
19	-	Revised Condition (added note about test plans)
18	06/29/2023	Revised header (added DTC codes)
17	06/08/2023	Revised header (updated software filter)
		Revised *Condition* (added criterions)
		Revised *Service* (added software update)

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Customer states:

- An SOS Warning might be displayed in the instrument cluster (Figure 1).

Figure 1. Emergency call malfunction warning.

Or

- Connectivity features like remote locking and unlocking are not working.

Or

- No diagnostics communication can be established to the control module for the emergency call module and communication unit (telematics control module or ConBox), -J949- (address word 0075) during vehicle diagnostics.

Workshop findings:

- **Criterion 1:**

  No diagnostics communication can be established with the control module for the emergency call module and communication unit (telematics control module or ConBox), -J949- (address word 0075) via ODIS.

- **Criterion 2:**

  The following DTC may be entered in Databus Control Module -J533- (address word 0019) but the ConBox (address word 0075) can be addressed via ODIS:

  - **DTC U142100:** Control module for emergency call module and communication unit no communication

⚠ **Note:**

This TSB only applies to vehicles that have no diagnostics communication to the telematics control module, -J949- (address word 0075). If DTC **U153E00** is entered in the telematics control module, -J949- (address word 0075), please reference TSB 2055945: *91 SOS Emergency call function deactivated message in the cluster, DTC U153E00 stored in the telematics module.*

⚠ **CAUTION**

The complaints in this TSB cannot be resolved by running test plans for the DTCs mentioned above. Any time for test plans run that are outside of the scope of this TSB may be denied.

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Technical Background

A software bug can cause the control module to freeze during a cold start.

Production Solution

Not applicable.

Service

Criterion 1:

(Not required if the ConBox (address word 0075) is addressable via ODIS):

1. Remove and unplug the telematics control module, -J949- (address word 0075) according to the Elsa Repair Manual.

2. Open the battery compartment of the telematics control module, -J949- (address word 0075), and disconnect the backup battery (Figures 2 - 3).
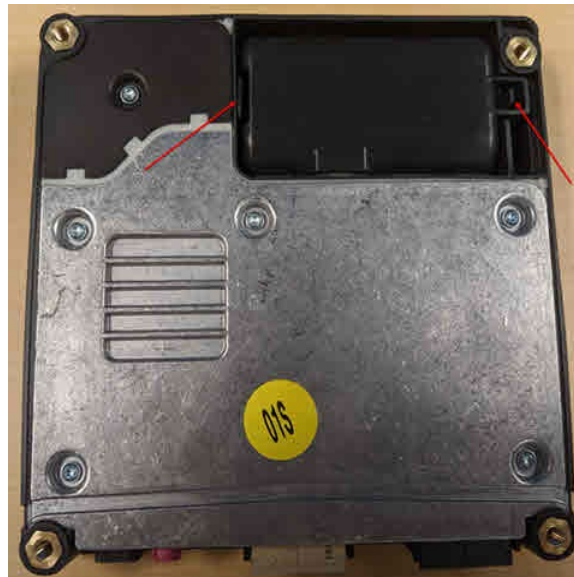

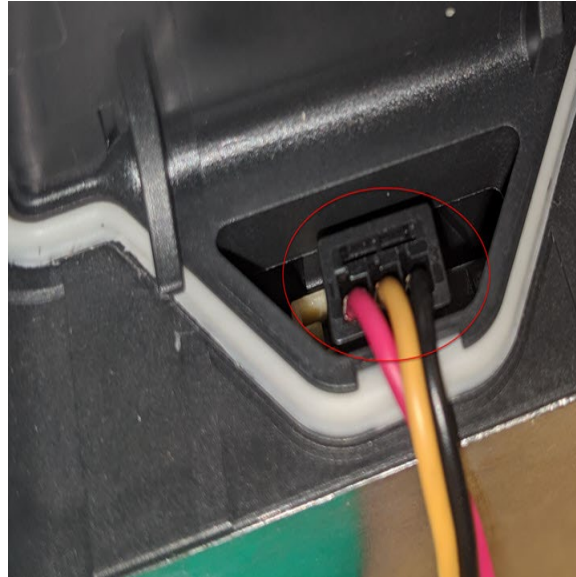***Figure 2.** Backup battery compartment location.*

***Figure 3.** Backup battery connector (no release mechanism).*

3. Remove the fuse supplying power to the data bus onboard diagnostic interface, -J533- (address word 0019). Please consult Elsa or the vehicle owner's manual as to the fuse location for the specific model on which you are working.

   🟡 **Note:**

   The vehicle is not able to be moved under its own power while -J533- is without power. Please make sure the vehicle is parked in a suitable location for the duration of the procedure.

4. Leave the battery and Gateway fuse disconnected for approximately 20 minutes, then reinstall the fuse.

5. Reinstall the backup battery back into the telematics control module, -J949- (address word 0075).

6. Reinstall the telematics control module, -J949- (address word 0075) back into the vehicle.

7. If ODIS **still cannot** connect to the telematics control module, -J949- (address word 0075), then follow the ODIS test plan and replace the telematics control module with part number **992 035 286 C**.

   If ODIS <u>**can connect**</u> to the telematics control module, -J949- (address word 0075) after this procedure, continue with **Criterion 2.**

<u>Criterion 2:</u>

SVM Update Instructions

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

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> **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. 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:

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/e-tron quattro	4K1035283C	0233	4K1035283K	0420	**75A027**

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:	9145
Damage Code:	0039
Criterion 1 only:	
Labor Operations:	Telematics control module remove + reinstall 9170 1950 **Or** 9170 1900 **Or** 9170 1952 See SRT and associated predecessor by model
	Remove and reinstall the telematics control module backup battery 9170 1999 5 TU
	Remove and reinstall the fuse for the Data Bus on Board Diagnostic Interface 9035 1999 5 TU

Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU

Criterion 2 only:

Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 85 TU)
Diagnostic Time:	GFF	No allowance	0 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 2056076/19		

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

The part numbers mentioned in this TSB are different from the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!

Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
992035286C	Telematics Control Module (if required under Criterion 1)	01

Additional Information

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

- TSB 2055945, *91 SOS Emergency call function deactivated message in the cluster, DTC U153E00 stored in the telematics module.*

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- 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.