Technical Service Bulletin

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

91 24 05 2070942/3 April 26, 2024. Supersedes Technical Service Bulletin Group 91 number 23-36 dated October 26, 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, A6, A7, Q5, and SQ5	2019	All	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised Warranty (updated labor ops / times)
2	10/26/2023	Revised Condition (added customer statement)
1	07/19/2023	Initial publication

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.

Or

- The e-call LED is red or off.

Workshop findings:

The following DTC may be entered in the Databus Control module -J533- (address word 0019):

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

Criterion 1:

The control module for the emergency call module and communication unit (ConBox) -J949- (address word 0075) can be accessed via ODIS.

Criterion 2:

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

Technical Background

There is no communication with emergency call module control unit and communication unit -J949- (address word 0075) or communication is disrupted.

This is indicated by a DTC (U142100) in the gateway -J533- (address word 0019).

As soon as communication can be re-established, this event memory is entered as sporadic.

Production Solution

Implementation of the ConBox High system starting in MY20/21.

Service

Criterion 1:

- Please clear the DTCs

- Do not replace any parts. Any claims for replaced parts for this criterion may be denied.

Criterion 2:

1. Remove and unplug the control module for the emergency call module and communication unit, -J949- (address word 0075) according to the Elsa Repair Manual.

2. Open the battery compartment of the control module for the emergency call module and communication unit, -J949- (address word 0075), and disconnect the backup battery (Figures 2 - 3).
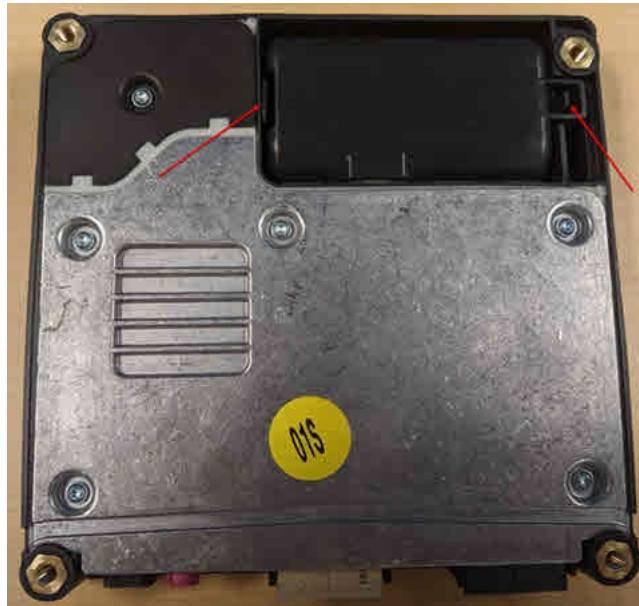

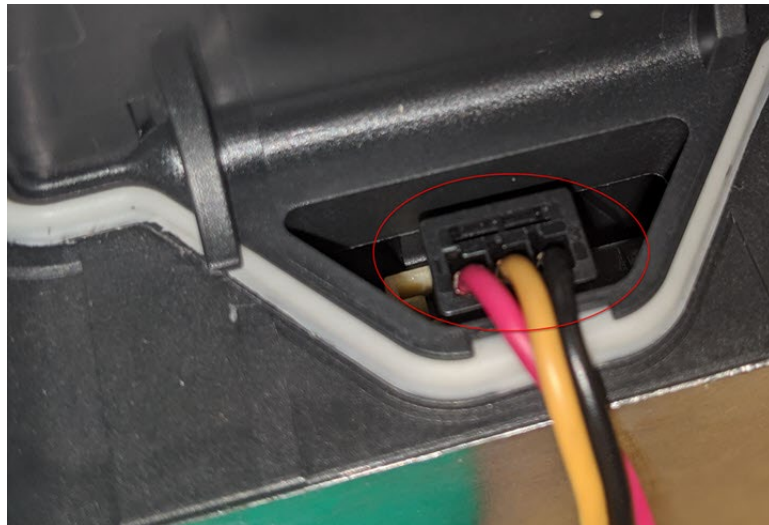*Figure 2.* Backup battery compartment location.

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

3. Wait approximately one minute, then reinstall the backup battery back into the control module for the emergency call module and communication unit, -J949- (address word 0075).

4. Reinstall the control module for the emergency call module and communication unit, -J949- (address word 0075) back into the vehicle.

5. If ODIS **still cannot** connect to the control module for the emergency call module and communication unit, -J949- (address word 0075), then follow the ODIS test plan and replace the control module for the emergency call module and communication unit with the part specified in ETKA.

Please upload a new GFF log to paperless showing that the ConBox still doesn't communicate with ODIS after the power cycle procedure listed above.

If ODIS **can connect** to the control module for the emergency call module and communication unit, -J949- (address word 0075) after this procedure, clear the DTCs and release the vehicle. Any claims for replaced parts may be denied in this case.

Warranty

Claim Type:	• 110 Up to 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:	0039		
Labor Operations:	Remove and install/replace telematics control unit	9170 19xx / 9170 55xx	See SRT with associated operations
	Remove and install emergency battery for telematics	9178 1999	10 TU
	Charge Battery	2706 8950	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 100 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 2070942/3		

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	Control module for the emergency call module and communication unit (ConBox), J949 [if required per Criterion 2, step 7)	01

Additional Information

All parts and service references provided in this TSB (**2070942**) are subject to change and/or removal.

Internal