



Technical Service Bulletin

91 ConBox High: Bluetooth is not available, DTC U110300 is stored in the telematics control module

91 21 41 2064818/1 October 13, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 sportback, RS 5, RS 5 Cabriolet, RS 5 sportback, A6, A6 allroad, A6 Avant, S6 RS 6, RS 6 Avant, A7, S7, RS 7, A7 PHEV, A8, S8, A8 PHEV, Q5, SQ5, Q5 PHEV, Q5 sportback, SQ5 sportback, Q7, sQ7, Q8, SQ8, RS Q8, Audi e-tron quattro, and Audi e-tron sportback	2021	All	ConBox High
Audi e-tron GT, Audi RS e-tron GT	2022	All	ConBox High

Condition

Customer states:

- It is not possible to establish a Bluetooth connection between a phone and the vehicle.
- The following message is displayed on the MMI display: "The selected system is currently not available."

Workshop findings:



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

- **DTC U110300** (Production mode active).

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

Please perform the control module replacement test plan for the telematics control module, J949 (address word 0075) via ODIS Guided Functions **without replacing the control module**.

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		
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 #2064818/1		

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.



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Additional Information

All parts and service references provided in this TSB (2064818) 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.

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