



Technical Service Bulletin

91 SOS Malfunction, DTCs U142100 or U164200 or U122C00 entered in the data bus onboard diagnostic interface (Gateway)

91 22 44 2062973/3 November 4, 2022. Supersedes Technical Service Bulletin Group 91 number 22-33 dated September 23, 2022, for reasons listed below.

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

Condition



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REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised service (added note about GW SW 01XX)
2	09/23/2022	Revised service (updated expected release date)
1	03/05/2021	Initial publication

Customer states:

- An SOS malfunction message is displayed in the instrument cluster.

Workshop findings:

The following DTC(s) may be stored in the data bus on board diagnostic interface (Gateway), J533 (address word 0019):

- DTC U142100 (Control module for emergency call module and communication unit no communication).

and/or

- DTC U164200 (Ethernet Emergency Call Module no communication).

And/or

- DTC U122C00 (Ethernet databus branch 1 no communication).

Technical Background

A startup issue can sporadically cause the emergency call module and communication unit (ConBox), J949 (address word 0075) to temporarily stop communicating with the rest of the vehicle.

Production Solution



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New ConBox systems in production beginning MY2021.

Service

If the DTCs are sporadic and the ConBox can be accessed via diagnostic communication:

- Please clear the DTCs.
- Let the vehicle sleep.

Vehicle is equipped with a Gateway SW 0200 and higher:

- Recheck the DTCs. If the afore mentioned DTCs come back, please follow TSB 2056076: *91 No diagnostics communication to the telematics control module.*
- *Please use the part number specified in TSB 2056076 if a replacement is necessary, otherwise, the claim may be denied.*

Vehicle is equipped with a Gateway SW 01XX:

Please replace the J949 with the part listed in ETKA for the vehicle.

If the DTCs are static and/or the ConBox cannot be accessed via diagnostic communication:

Vehicle is equipped with a Gateway SW 200 and higher:

- Please follow TSB 2056076: 91 No diagnostics communication to the telematics control module.
- *Please use the part number specified in TSB 2056076 if a replacement is necessary, otherwise, the claim may be denied.*

Vehicle is equipped with a Gateway SW 1XX:

Please replace the J949 with the part listed in ETKA for the vehicle.



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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 25 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 2062973/3		

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.



Note:

If TSB 2056076: *91 No diagnostics communication to the telematics control module* is used, please refer to the warranty table of that TSB.

Additional Information



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

- TSB 2056076, *91 No diagnostics communication to the telematics control module*.

All part and service references provided in this TSB (**2062973**) 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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