

# 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,<br>S4, A5, A5<br>Cabriolet, A5<br>Sportback, S5,<br>S5 Cabriolet, S5<br>Sportback, RS 5,<br>RS 5 Sportback,<br>A6, A6 allroad,<br>S6, RS 6 Avant,<br>A7, S7, RS 7,<br>A8, S8, e-tron<br>quattro, e-tron<br>Sportback<br>quattro, Q7,<br>SQ7, Q8, SQ8,<br>RS Q8, R8, R8<br>GT, and R8<br>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

|                          |                                                                                                                                                                                                                                                      |              |                                                    |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 for 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li></ul> |              |                                                    |
| <b>Service Number:</b>   | 9145                                                                                                                                                                                                                                                 |              |                                                    |
| <b>Damage Code:</b>      | A039                                                                                                                                                                                                                                                 |              |                                                    |
| <b>Labor Operations:</b> | Telematics control module remove + reinstall                                                                                                                                                                                                         | 9170 1950    | See SRT with associated operations                 |
| <b>Diagnostic Time:</b>  | 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                                               |
| <b>Claim Comment:</b>    | 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. |                         |                 |
| <b>Part Number</b>                                                                                  | <b>Part Description</b> | <b>Quantity</b> |



|            |                                                                    |               |
|------------|--------------------------------------------------------------------|---------------|
| 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.  
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