

Technical Service Bulletin



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

91 23 70 2062973/4 February 7, 2023. Supersedes Technical Service Bulletin Group 91 number 22-44 dated November 4, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 allroad, A4, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, e-tron quattro	2019	All	ConBox Low
A6, A7, A8, Q7, and Q8	2019 – 2020		
A6 and allroad, S6, S7, A8 e quattro, S8, e-tron Sportback quattro, SQ7m SQ8, and RS Q8	2020		

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (corrected software versions) Revised <i>Warranty</i> (added labor ops for replacing the control module)
3	11/04/2022	Revised <i>Service</i> (added note about GW SW 01XX)
2	09/23/2022	Revised <i>Service</i> (updated expected release date)

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

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 0200 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.*

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Vehicle is equipped with a Gateway SW 01XX:

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

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		
Labor Operations:	If required (vehicle equipped with gateway SW 01XX): Telematics control module remove + reinstall	9170 1950 Or 9170 1900 Or 9170 1952	See SRT and associated predecessor by model
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 2062973/4		

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.

 NOTICE
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

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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