

Technical Service Bulletin



91 ConBox - Flight mode resets on its own after having been successfully removed at PDI (DTC U13EB00)
91 23 76 2069329/2 February 21, 2023. Supersedes Technical Service Bulletin Group 91 number 23-64 dated January 31, 2023, 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, A6 allroad, A6, S6, RS 5 Avant, A7, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, e-tron S quattro, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, RS Q8, R8, and R8 Spyder	2023	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> and <i>Service</i> (Corrected J-Number)
1	01/31/2023	Initial publication

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) -J949- (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).

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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.

Production Solution

Not applicable.

Service

Please replace the Emergency Call Module and Communication Unit (ConBox) -J949- according to the instructions in the Elsa repair manual.

Warranty

Claim Type:	• 110 for 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:	A039		
Labor Operations:	Telematics control module remove + reinstall	9170 1950	See SRT with associated operations
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 2069329/2		

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

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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
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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