



Technical Service Bulletin

91 ConBox: DTC B1916F5 or B191604 entered in address word 0075

91 23 55 2072457/1 December 18, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron GT, RS e-tron GT, Q7, SQ7, Q8, SQ8, and RS Q8	2023 – 2024	All	Not Applicable
e-tron quattro, e-tron Sportback quattro, and e-tron S	2023		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

Condition

Customer states:

- A SOS Emergency Call malfunction is displayed on the instrument cluster.

Workshop findings:

The following DTCs are stored in *the control module name* –J949-, (address word 0075):

- **DTC B1916F5:** Backup battery service life exceeded.

or

- **DTC B191604:** Backup battery faulty.

Technical Background

Complete ConBox replacements are required to further the analysis into the root cause of those DTC entries.



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Production Solution

Not applicable.

Service

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

 **CAUTION**

Please make sure to use **Service Number 9145** and **Damage Code 0020** for claims relating this TSB.

Warranty

Claim Type:	• 110 Up to 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:	0020		
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 75 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 2072457/1		

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.



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Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
4KE035283G	MY 2023: Emergency Call Module and Communication Unit (ConBox)	01
4KE035283L	MY 2024: Emergency Call Module and Communication Unit (ConBox)	01

Additional Information

All parts and service references provided in this TSB (**2072457**) are subject to change and/or removal.

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