



Technical Service Bulletin

91 ConBox: DTC B1916F5 entered in address word 0075

91 24 84 2072457/2 March 8, 2024. Supersedes Technical Service Bulletin Group 91 number 23-55 dated December 18, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro, e-tron Sportback quattro, and e-tron S	2023	All	Not Applicable
A4, A4 allroad, S5, 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		
Q8 e-tron, SQ8 e-tron, Q8 Sportback e-tron, and SQ8 Sportback e-tron	2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Removed DTC) Revised header (added DTC to header data) Revised <i>Condition</i> (Removed DTC)
1	12/18/2023	Initial publication

Customer states:

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

Workshop findings:



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The following DTC is stored in *the control module name* -J949-, (address word 0075):

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

Technical Background

Complete ConBox replacements are required to further the analysis into the root cause of this DTC entry.

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



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Claim Comment:	As per TSB 2072457/2
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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.		
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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