



Technical Service Bulletin

91 ConBox Low: SOS Malfunction - DTC U142100 stored in the gateway

91 24 48 2070942/4 August 30, 2024. Supersedes Technical Service Bulletin Group 91 number 24-05 dated April 26, 2024 for reasons listed below.

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, A7, A8, Q5, SQ5, Q7, and Q8	2019	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised title (improved searchability) Revised <i>Condition</i> (simplified condition) Revised <i>Production Solution</i> (updated) Revised <i>Service</i> (removed criteria, added note about spare parts) Revised <i>Required Parts and Tools</i> (removed)
3	04/26/2024	Revised <i>Warranty</i> (updated labor ops / times)
2	10/26/2023	Revised <i>Condition</i> (added customer statement)

Customer States:

- An SOS emergency call warning is displayed on the instrument cluster.
- The e-call LED is red or off.

Workshop findings:

There is no communication between the emergency call module and communication unit -J949- (address word 0075) and the ODIS tester.



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The following DTC is stored in the Gateway -J533- (address word 0019):

- **DTC U142100:** Control module for emergency call module and communication unit no communication.

Technical Background 1

There is no communication with emergency call module control unit and communication unit -J949- (address word 0075) or communication is disrupted.

This is indicated by a DTC (U142100) in the gateway -J533- (address word 0019).

As soon as communication can be re-established, this event memory is entered as sporadic.

Production Solution

The complaint no longer occurs with emergency call module control unit and communication unit software 0420 (new CLU4 vehicle combination)

Service

1. Remove and unplug the control module for the emergency call module and communication unit, -J949- (address word 0075) according to the Elsa Repair Manual.



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2. Open the battery compartment of the control module for the emergency call module and communication unit, -J949- (address word 0075), and disconnect the backup battery (Figures 2 - 3).



Figure 2. Backup battery compartment location.



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Figure 3. Backup battery connector (no release mechanism).

3. Wait approximately one minute, then reinstall the backup battery back into the control module for the emergency call module and communication unit, -J949- (address word 0075).



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4. Reinstall the control module for the emergency call module and communication unit, -J949- (address word 0075) back into the vehicle.
5. If the DTC entry is still shown as “static” afterwards, please order a new emergency call module control unit and communication unit -J949- (address word 0075) according to ETKA and install it using the ODIS tester.



CAUTION

Cluster 1 vehicles have a reduced spare part compatibility. Please closely observe the notes in Parts-on-Command when ordering a replacement part. **Do NOT** use part number 992.035.286.C for these vehicles, even if it is suggested by ETKA!

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9145		
Damage Code:	0039		
Labor Operations:	Remove and install/replace telematics control unit	9170 19xx / 9170 55xx	See SRT with associated operations
	Remove and install emergency battery for telematics	9178 1999	10 TU
	Charge Battery	2706 8950	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2070942/4		



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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.

Additional Information

All parts and service references provided in this TSB (**2070942**) are subject to change and/or removal.

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