



Technical Service Bulletin

91 ConBox Low: SOS Malfunction, "Emergency call function: fault" (DTC U142100, U153E00)

91 24 52 2056076/21 September 11, 2024. Supersedes Technical Service Bulletin Group 91 number 23-49 dated November 17, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS 5, RS 5 Sportback, and e-tron	2019	All	ConBox Low
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, A6, A7, A8, Q5, SQ5, Q7, and Q8	2019 – 2020		
A6 allroad, S6, S7 A8 e quattro, S8, e-tron Sportback, Q5 e quattro, SQ7, SQ8, and RS Q8	2020		

Condition

REVISION HISTORY		
Revision	Date	Purpose
21	-	Revised <i>title</i> (Added terms to improve searchability) Revised <i>Condition</i> (integrated condition from TSB 2055945) Revised <i>Service</i> (<i>clarified steps</i>) Revised <i>Required Parts and Tools</i> (removed, added disclaimer)
20	11/17/2023	Revised <i>Condition</i> (added note about red/off eCall LED) Revised <i>Service</i> (simplified reset procedure) Revised <i>Warranty</i> (updated warranty table)
19	08/08/2023	Revised <i>Condition</i> (added note about test plans)

Customer States:

One of the following statements apply:

- The warning message "Emergency call function: fault. Function unavailable. Please contact workshop." is displayed on the instrument cluster.



Technical Service Bulletin

- Navigation position doesn't match the current location.
- eCall not working.
- Connect services not working.
- The eCall LED in the roof module is red or off.

Workshop findings:

One of the following DTCs may be stored in the Emergency Call Module Control Unit and Communication Unit (address word 0075):

- **DTC U142100:** Control module for emergency call module and communication unit no communication,
- **DTC U153E00:** Emergency call module and communication unit Recognition in mobile communications network not possible.



CAUTION

The complaints in this TSB cannot be resolved by running test plans for the DTCs mentioned above.

- The repair **MUST** be carried out via SVM code.
- The GFF test plans **should not** be run and cannot be invoiced.

Technical Background 1

Software issue.

Production Solution

This control module is no longer installed in series production.

Service

SVM Update Instructions



NOTICE

Always use DoIP when flashing a control module via ODIS in supported vehicles.

- To Activate DoIP, select Administration>>General>>GFF Process>>DoIP communication>>Only allow DoIP communication.
- This setting will automatically reset when the diagnostic session is ended.
- You can tell if DoIP is active by observing a red LED on the VAS 6154(A)



Technical Service Bulletin

NOTICE

If the ODIS tester cannot communicate with the emergency call module control unit and communication unit -J949- (address word 0075), please perform a terminal 30 reset on the J949 control unit.

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the telematics control module, -J949- (address word 0075) using the SVM action code as listed in the table below, if necessary (This update will take approx. 35 minutes):

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A4, A5, A6, A7, A8, Q5, Q7, Q8, and e-tron	4K1035283C	0233	4K1035283K	0420	75A027

3. Please check the following after the update completed:

WARNING

Applies to vehicles with high-voltage components:

- To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged **BEFORE** the SVM code is entered.
- Please note that charging the high-voltage battery during a software update can cause damage to the high-voltage components.

Warranty

Claim Type:	• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9145		
Damage Code:	0039		
Labor Operations:	Repair control unit for emergency call (terminal 30 reset)	9170 4199	10 TU



Technical Service Bulletin

	Software Update	0151 0000	Time stated on the diagnostic protocol
	Charge Battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2056076/21		

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

Replacing control units or other parts will not solve this complaint. If parts are replaced without good reason, they will be charged back.

Additional Information

The following Technical Service Bulletin(s) may be necessary to complete this procedure:

- TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
- Owner's Manual: Fuses.
- Elsa: *Wiring Diagrams >> Component Locations >> Fuses*.

All part and service references provided in this TSB (**2056076**) 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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