



Connection offline

Technical Service Bulletin

Transaction No.: **2059528/19**

91 ConBox High: Emergency call (SOS) fault/LED red, with DTC B200000

Release date: Jun 1, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A4, A4 allroad, S4, A5 Sportback, S5 Sportback	2020 – 2025	All	0075 – Emergency call module and communication unit Software version: 0179, or 0236, or 0237, or 0245, or 0360, or 0371, or 0372, or 0450, or 0481, or 0496, or 0498, or 0512, or 0513, or 0595, or 0596, or 0598, or 0723, or 0724, or 0730, or 0731, or 0732, or 0740, or 0750, or 0751 ConBox High With PR Code: IW1 or, IW3 or, IW6
A5, A5 Cabriolet, S5, and S5 Sportback	2020 – 2024		
RS 5 Sportback, A6, A6 allroad, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, and SQ5 Sportback	2021 – 2025		
RS 5	2021 – 2024		
e-tron, and e-tron Sportback	2021 – 2023		
A7 e quattro	2021 – 2022		
A8 e quattro	2021		
e-tron GT, and RS e-tron GT	2022 – 2025		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

REVISION HISTORY

Revision	Date	Purpose
19	-	Revised <i>Condition</i> (Updated model table, updated verbiage) Revised <i>Service</i> (Part 1 and two swapped, verbiage updates throughout) Revised <i>Warranty</i> (Updated claiming instructions)
18	03/04/2026	Revised <i>Service</i> (Adjusted directions) Revised <i>Warranty</i> (Updated claiming instructions)
17	11/26/25	Revised header (Updated SW filter) Revised <i>Condition</i> (Added model table) Revised <i>Service</i> (Adjusted directions for SW levels)

Customer states:

- The following warning appears in the instrument cluster:

“Emergency call function: malfunction! Function unavailable. Please contact service.”

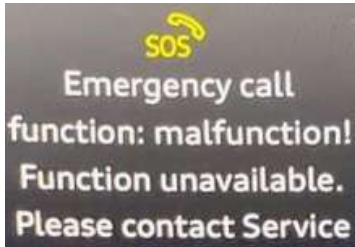


Figure 1. Warning message.

Workshop findings:

The event memory entry **B200000** (static) is logged in the emergency call module control unit and communication unit (J949).

Technical Background

Software issue, DTC is stored without a good reason.

Production Solution

The DTC setting conditions will be optimized with new software versions for the Emergency Call Module and Communication Unit (ConBox). This has been deployed since CW 29/2024.

Service

The solution to the complaint has two parts.

Ensure that the most current ODIS Version is being used ($\geq 2025.11.02$).

NOTICE

Please note that all software versions (including 05xx and 07xx) were only included in the measure described under Part 1 from TSB revision 2059528, 91 ConBox High: Emergency call (SOS) fault/LED red, with DTC B200000 and ODIS version 2025.11.02 onward. Please ensure that this TSB was performed after November 12, 2025, before sending feedback.

Part 1:

An update package has been developed for specific hardware and software combinations. It contains improvements for various complaints. Please refer to the header data in the TSBs listed below to determine whether the vehicle is affected by this update.

To use these updates, please select the TSBs listed below:

- **Model years 2020 and 2021:**

For vehicles of model years 2020 and 2021, a software package has been developed for a group of control units so that several complaints can be fixed in one repair. Service Action 91MM (MY 2020) or recall 91DZ (MY 2021) describes how this software package will be distributed and used.

- **Model years 2022 and 2023 (+ certain vehicles from 2021):**

For vehicles of model years 2022 and 2023, a software package is being developed for a group of control units so that several complaints can be fixed in one repair, the Customer Service Package. TSB 2076404: *00 Deployment overview for customer service packages MLB and MQB for MIB3/connectivity box/OCU3/LSR* describes how this software package will be distributed and used. Billing is done via the accounting instructions stated in the respective TSB.

- **Model years 2024 and 2025: (+MY2023 with DA005F SW >=40XX)**

For vehicles of model years 2024 and 2025, a software package has been developed for a group of control units so that several complaints can be fixed in one repair. Cluster 3B+ customer service package. TSB 2079416 *91 MMI: overview of customer service packages MLB and MQB for MIB3/ConBox/OCU3/AED2/gateway after UNECE deployment* describes how this software package will be distributed and used. Billing is performed via the accounting instructions stated in the respective TSB.



If the Emergency Call Module and Communication Unit (ConBox), J949 (DA 0075) already has one of the following software versions, the update is not necessary as it has already been installed.

- 0498
- 0512
- 0513
- 0740
- 0750
- 0751

Part 2:



If part 1 applies to the complaint in question, part 2 does not need to be performed.



If the following test program is not automatically entered in the test plan, the test plan filter can be changed from “Standard” to “All”. The test program will then appear and can be used (Figure 2).

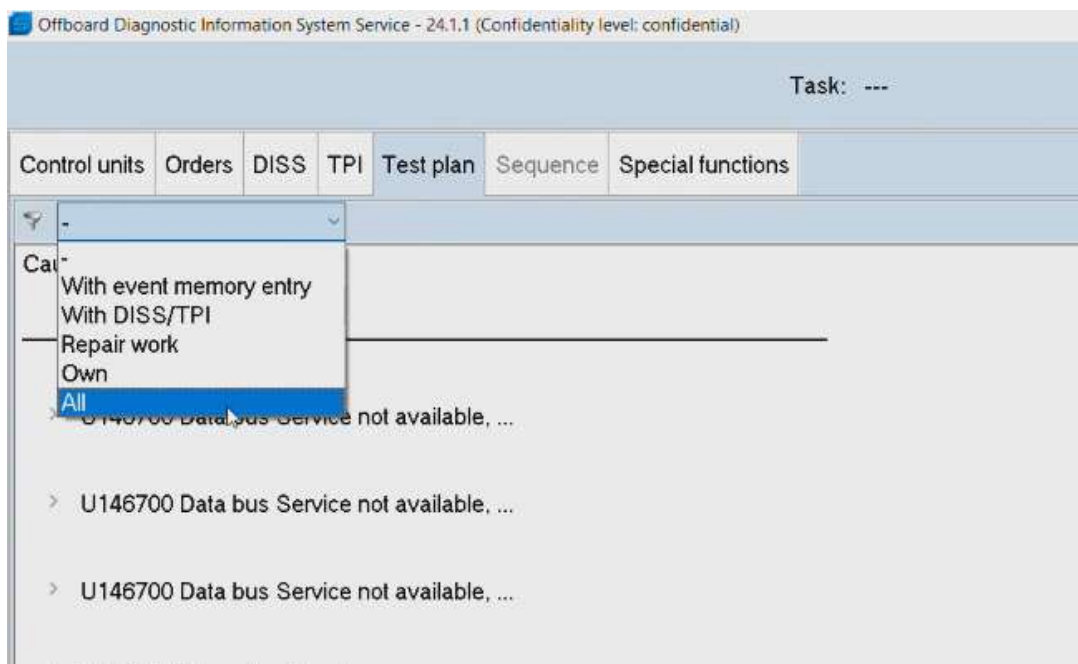


Figure 2. ODIS test plan filter.

1. From the test plan, perform program “J949 – Control Module for Emergency Call Module and Communication Unit, check control module”. The program is automatically added as part of the test plan due to DTC “**B200000**: Control module faulty” being logged. You can also find the function under the following path in ODIS: *Self-test >> Diagnostic capable systems >> 0075 – Control Module for Emergency Call Module and Communication Unit -J949- >> 0075 – Electrical components >> Control Module for Emergency Call Module and Communication Unit, check control module*.
2. Then check whether the DTC has been erased, and the message has disappeared from the instrument cluster. If the message is still shown, repeat step 1



NOTICE

If the DTC cannot be deleted even after performing part 2 multiple times, please perform Guided Fault Finding for this DTC.

Warranty

Accounting for Part 1:

Billing is performed via the accounting instructions stated in the respective TSB.

Accounting for Part 2:

See the table below.

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:	GFF	0150 0010	See SRT with associated operations
	GFF	0150 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2059528/19		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Additional Information

All part and service references provided in this TSB (**2059528**) 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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