

Technical Service Bulletin

Topic	57 Instrument cluster message: "Engine/power unit start system: fault. Please contact workshop"; B143C29
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077631/1
Level	EH
Status	Released for publishing
Release date	Apr 16, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0046 - Convenience system central module	B143C29: Access/start authorization button implausible signal		Intermittent
0046 - Convenience system central module	B143C29: Access/start authorization button implausible signal		static

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> engine start	functionality -> partially out of order	
access control, start authorization, anti-theft protection -> start authorization, immobilizer -> driver detection	functionality -> partially out of order	
information, navigation, communication, entertainment -> malfunction display symbols -> engine start malfunction indicator	functionality -> activates	
information, navigation, communication, entertainment -> malfunction display symbols -> engine start malfunction indicator	functionality -> activates without cause	
engine -> Start/Stop system -> engine start via Start/Stop system	functionality -> faulty	
engine -> starter, ignition system, preheating system -> ignition/starter switch	component, automotive fluids -> damaged	
access control, start authorization, anti-theft protection -> personalization -> driver identification button	component, automotive fluids -> damaged	

Vehicle data

A4 A5 A6 A7 A8 Q5 Q7 Q8 E-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2019	A		*	*	*
4A*	2020	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2021	A		*	*	*
4A*	2022	A		*	*	*
4A*	2023	A		*	*	*
4A*	2024	A		*	*	*
4A*	2025	A		*	*	*
4K*	2019	A		*	*	*
4K*	2020	A		*	*	*
4K*	2021	A		*	*	*
4K*	2022	A		*	*	*
4K*	2023	A		*	*	*
4K*	2024	A		*	*	*
4K*	2025	A		*	*	*
4M*	2017	A		*	*	*
4M*	2018	A		*	*	*
4M*	2019	A		*	*	*
4M*	2020	A		*	*	*
4M*	2021	A		*	*	*
4M*	2022	A		*	*	*
4M*	2023	A		*	*	*
4M*	2024	A		*	*	*
4M*	2025	A		*	*	*
4N*	2018	A		*	*	*
4N*	2019	A		*	*	*
4N*	2020	A		*	*	*
4N*	2021	A		*	*	*
4N*	2022	A		*	*	*
4N*	2023	A		*	*	*
4N*	2024	A		*	*	*
4N*	2025	A		*	*	*
8W*	2016	A		*	*	*
8W*	2017	A		*	*	*
8W*	2018	A		*	*	*
8W*	2019	A		*	*	*
8W*	2020	A		*	*	*
8W*	2021	A		*	*	*
8W*	2022	A		*	*	*
8W*	2023	A		*	*	*
8W*	2024	A		*	*	*
8W*	2025	A		*	*	*
F5*	2017	A		*	*	*
F5*	2018	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F5*	2019	A		*	*	*
F5*	2020	A		*	*	*
F5*	2021	A		*	*	*
F5*	2022	A		*	*	*
F5*	2023	A		*	*	*
F5*	2024	A		*	*	*
F5*	2025	A		*	*	*
FY*	2017	A		*	*	*
FY*	2018	A		*	*	*
FY*	2019	A		*	*	*
FY*	2020	A		*	*	*
FY*	2021	A		*	*	*
FY*	2022	A		*	*	*
FY*	2023	A		*	*	*
FY*	2024	A		*	*	*
FY*	2025	A		*	*	*
GE*	2019	A		*	*	*
GE*	2020	A		*	*	*
GE*	2021	A		*	*	*
GE*	2022	A		*	*	*
GE*	2023	A		*	*	*
GE*	2024	A		*	*	*
GE*	2025	A		*	*	*

Documents

Document name
master.xml



Connection offline

Technical Service Bulletin

Transaction No.: **2077631/1**

57 Instrument cluster message: "Engine/power unit start system: fault. Please contact workshop"; B143C29

Release date: Apr 16, 2025

Condition

Customer states:

- The message "Power unit start system: fault. Please contact workshop" or "Engine start system: fault. Please contact workshop" appears in the instrument cluster.

Workshop findings:

The Following DTC may be stored relating to the Comfort System Central Control Module, -J393- (address word 0046):

- **B143C29** Access/Start Authorization Button, implausible signal - **symptom number 65638**.

The ignition button is working correctly.



This TSB only applies in conjunction with the event memory entry AND symptom number 65638.

Technical Background

The DTC **B143C29** Access/Start Authorization Button, implausible signal" with **symptom number 65638** means that not all the positions of the button were detected when it was pressed 30 times in a row (from model year 2023: 50 times). The reason may be that the customer did not press the button all the way down.

Production Solution

From model year 2023: Threshold at which the event memory entry is logged increased to 50 presses.

Service



In convenience system central control unit J393 (diagnostic address 0046), please check whether all three button positions are detected in the measured value "entry and start authorization button" when the button is pressed all the way down.

Important: Audi does not use contact 4. An operation is never shown here when the button is pressed. Contact 4 must not be included in the analysis.

If the DTC is logged statically and all button positions were detected, it should subsequently be intermittent.

If all button positions are detected, it can be assumed that the button is okay and that the complaint was caused by the button not being fully pressed down several times in a row. It is not necessary to replace the button.

Please inform the customer accordingly:

Please press the “START ENGINE STOP” button all the way down, as otherwise the message “Power unit start system: fault. Please contact workshop” or “Engine start system: fault. Please contact workshop” will be shown on the instrument cluster if the button is not pressed all the way down 30 times in a row (from model year 2023).

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9677		
Damage Code:	0040		
Labor Operations:	GFF / Guided Functions	0150 0000	Time stated on the diagnostic protocol
	Charge Battery	2706 8950	See SRT with associated operations
	Replace start/stop button	9677 19xx / 9677 55xx	See SRT with associated operations
Claim Comment:	As per TSB 2077631/1		

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.

Additional Information

All part and service references provided in this TSB (**2077631**) 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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