



Technical Service Bulletin

PSS 01 MIL on, DTC P167E00 and P0A0F00 stored in the ECM

01 19 31 2057183/1 November 11, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2019	All	3.0 liter

Condition

Customer may report:

- “Drive system malfunction” message displays in the instrument cluster.

Workshop findings:

The following DTCs are stored in the engine control module (ECM), J623 (address word 0001):

- **DTC P167E00** (Start/Stop Restart Maximum Start Time Exceeded).
- **DTC P0A0F00** (Engine Failed to Start).

Technical Background

During engine start/stop operation, if the first auto start attempt fails to start the engine the P167E00 code can be set. The system will attempt to start the engine a second time automatically.

If the second auto start fails the P0A0F00 code can be set, the “Drive system malfunction! Safely stop vehicle” message (Figure 1) will appear on the cluster and the customer is also instructed to “Please start engine manually” (Figure 2).

The vehicle can then be restarted manually by first shifting to “P” or “N”, apply the brakes and push the engine start switch.

This condition can be avoided by letting the engine warm up to operating condition with start/stop de-activated.

The condition applies to this PSS only when the specific DTCs are present. If other DTCs are also present, conduct regular diagnosis outside of this PSS.



Figure 1. Message appears with DTC P0A0F00.



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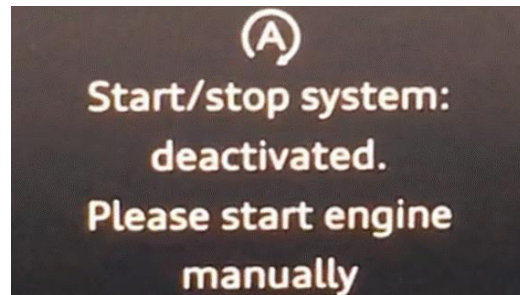


Figure 2. Message appears with DTC P0A0F00 after Figure 1.

Production Solution

New software is scheduled for the first quarter of 2020.

Service

1. Diagnose the vehicle according to the instructions listed below. If the customer's vehicle condition matches the condition listed in the *Technical Background* of this PSS TSB, explain to the customer that a solution is forthcoming and that no repairs are necessary at this point.

Condition verification procedure:

- Verify that "P167E00" or both "P167E00 and P0A0F00" are stored in the ECM and erase the DTC(s).
 - Release the vehicle to the customer with the instructions on how to avoid the occurrence as outlined in the *Technical Background* section.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
 3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*), or through the Technical Assistance Page in Elsa.



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Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • 1E1 up to 8 Years/80,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2470		
Damage Code:	0010		
Diagnostic Time:	GFF- Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2057183/1		

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 (2057183) 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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