



Technical Service Bulletin

96 Warning displayed regarding start system malfunction, DTC B143C29 - Repair Authorization

96 20 58 2060913/1 October 7, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2018 - 2021	All	Not Applicable

Condition

Customer states:

- There is a warning displayed in the instrument cluster relating to a start system malfunction.

Workshop findings:

The following DTC is stored in the comfort control module, J393 (address word 0046):

- DTC B143C29** (Access/start authorization button Range/Performance).

Technical Background

Various parts have been replaced under warranty for the condition noted above, but no issues were identified with these parts. In an effort to gain information on the DTC code for the vehicles listed above, we are asking that you contact the Audi Technical Assistance Center (TAC) before replacing any parts. This will assist us in diagnosing any potential issues with the condition noted above.

Production Solution

No changes to production have been made, as no issue has been identified.

Service

Audi of America is requesting your cooperation in supplying us with technical information regarding this condition.

- If the condition matches above please fill out the attached questionnaire **BEFORE** making any repairs to the vehicle.
- If the vehicle is within the New Vehicle Limited Warranty, contact a TAC consultant before proceeding. Please attach the Questionnaire, diagnostic log, and requested photos to the TAC Web Ticket.



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Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9677		
Damage Code:	0040		
Labor Operations:	Start Stop switch remove and install	9677 1900	See SRT with associated operations
	Documentation Steps and Checklist	9677 9999	75 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2060913/1		

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 parts and service references provided in this TSB (2060913) 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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