Technical Service Bulletin

96 "Engine start system malfunction" message or Start-Stop button stuck

96 18 23 2050353/1 February 7, 2018.

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

Condition

Customer states:

- "Engine start system malfunction" message displayed in instrument cluster

OR

- Start-Stop button sticks

Workshop findings:

The following DTC may be logged in the comfort system central control module, J393 (address word 0046):

- **DTC B143C29** (Access/start authorization button – implausible signal, sporadic)

Technical Background

The attachment for the trim surrounding the Start-Stop switch can have insufficient tolerances and cause the button to stick.

Production Solution

Improved center console storage compartment trim from January, 2018 production.

Service

1. Replace the center console storage compartment with the part number 80B 864 131.
2. Clear the DTC and ensure the button operates freely and that the DTC does not return.

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Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6819		
Damage Code:	0010		
Labor Operations:	Remove and install console trim	6814 1900	40 TU
	Replace front storage compartment	6816 5599	30 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 50 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 #2050353/1		

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.

Required Parts and Tools

Part Number	Part Description	Quantity
80B 864 131	Center console storage compartment	1

Additional Information

All parts and service references provided in this TSB (2050353) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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