

Technical Service Bulletin



97 No start (DTC P068A00)

97 14 41 2036764/1 March 18, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2014	All	Not Applicable
A5	2009 - 2014	All	Not Applicable
A5 Cabriolet	2010 - 2014	All	Not Applicable
A6	2012 - 2014	All	Not Applicable
A7	2012 - 2014	All	Not Applicable
A8	2011 - 2014	All	Not Applicable
Q5	2009 - 2014	All	Not Applicable
Q7	2009 - 2014	All	Not Applicable
TT	2009 - 2014	All	Not Applicable

Condition

- MIL on.
- Vehicle will not start.
- **DTC P068A00** is stored in the engine control module (ECM), J623 (address word 01).
- Numerous unrelated DTCs are also stored in the system, including: P056200, P057100, P068700, P068A00, P162400, P190C00, U010000, U010100, U012100, U014600, U015500, U021200, U101100, U102600, U111100, U111300, U140000, VAG00003, VAG00185, VAG00263, VAG00317, VAG00384, VAG00446, VAG00456, VAG00457, VAG00466, VAG00473, VAG00532, VAG00565, VAG00591, VAG00714, VAG00819, VAG00955, VAG01217, VAG01299, VAG01314, VAG01315, VAG01317, VAG01320, VAG01330, VAG01331, VAG01332, VAG01334, VAG01333, VAG01336, VAG01705, VAG01964, VAG02067, VAG02072, VAG02095, VAG02103, VAG02203, VAG02214, VAG02635, VAG02812, VAG02874, VAG03041, VAG03157, VAG03166, VAG03220, VAG03278, and/or VAG03531.

Technical Background

The motronic engine control module power supply relay, J271, is not functioning properly. Because the J271 relay controls battery voltage (Terminal 30) via a ground signal sent from the ECM, numerous faults can occur in multiple control modules when it is not functioning properly.

Production Solution

Not applicable.

Service

1. Confirm that DTC P068A00 is stored in the ECM, J623 (address word 01):
 - If DTC P068A00 is stored in the ECM, proceed with this bulletin.
 - If DTC P068A00 is *not* stored in the ECM, do not proceed with this bulletin. Continue with diagnosis.



Tip: The images used in this bulletin are of a 2014 A4 vehicle. Use Elsa to confirm component and connector terminal locations for the specific vehicle being repaired.

2. Check Elsa for the location of the J271 relay (*Wiring diagrams >> Component locations >> Component Locations: Relays*) (Figure 1).

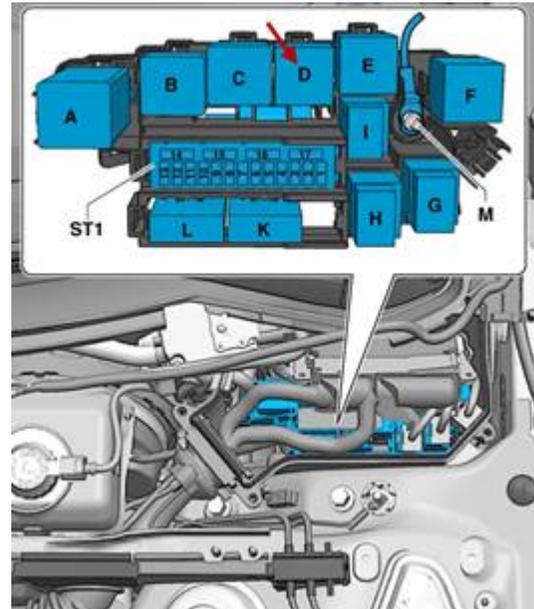


Figure 1. Location of J271 relay (D), as shown in Elsa.

3. Remove the plenum cover (Figure 2).



Figure 2. Plenum cover.

4. Remove the washer reservoir fuel neck (Figure 3).

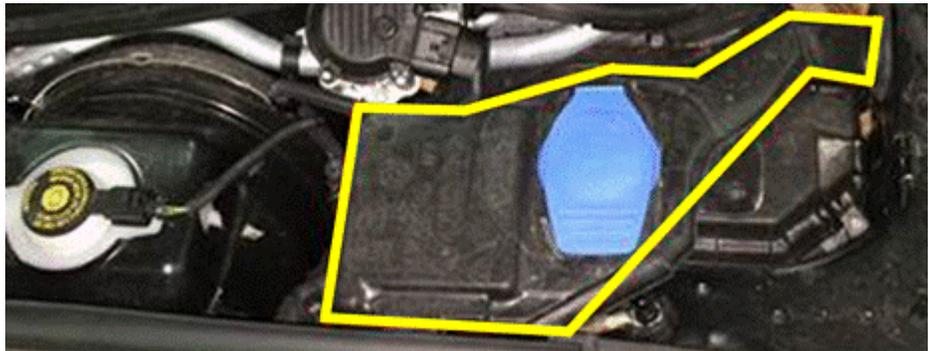


Figure 3. Washer reservoir fuel neck.

5. Remove screws to gain access to the relay/fuse panel (Figure 4).



Figure 4. Screws to be removed (outlined).

6. Remove the ECM (Figure 5).

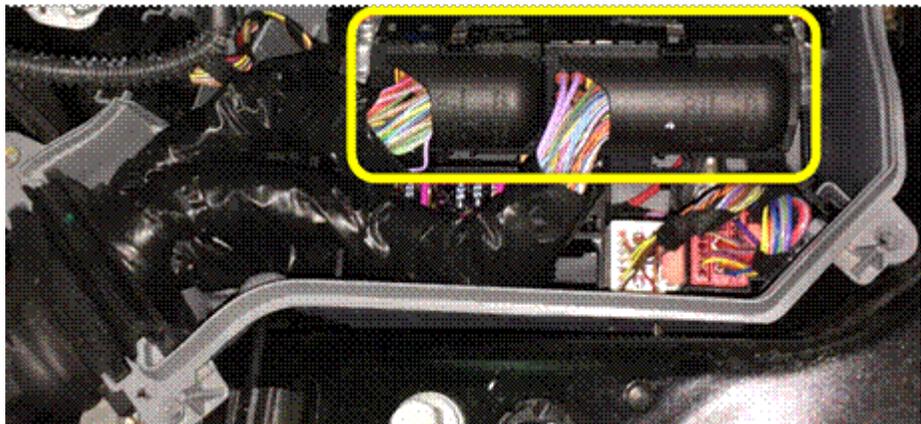


Figure 5. Engine control module (ECM).

7. The J271 relay is now accessible (Figure 6).

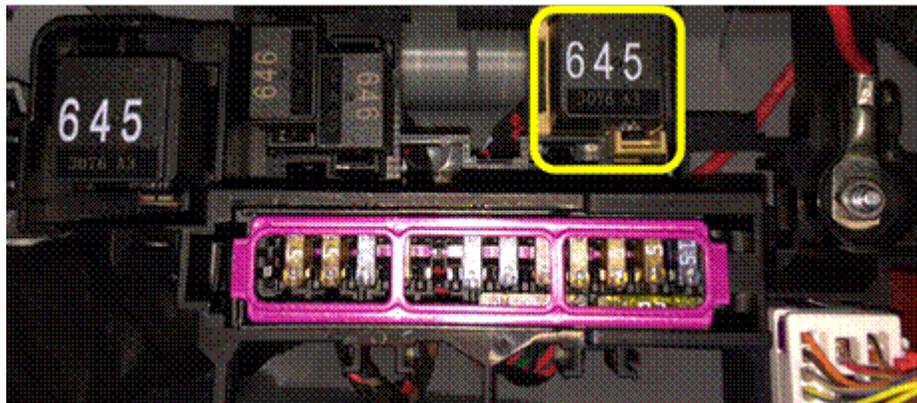


Figure 6. J271 relay (outlined).

8. Check the J271 relay according to the instructions in Elsa at: *Engine >> Generic Scan Tool >> ST Generic Scan Tool >> Diagnosis and Testing >> Diagnostic Procedures >> Engine Component Power Supply Relay, Checking.*

9. Check for battery voltage on J271 relay terminals 1 and 3 (Figure 7).
If no voltage is found, do not proceed with this bulletin. Continue with diagnosis.

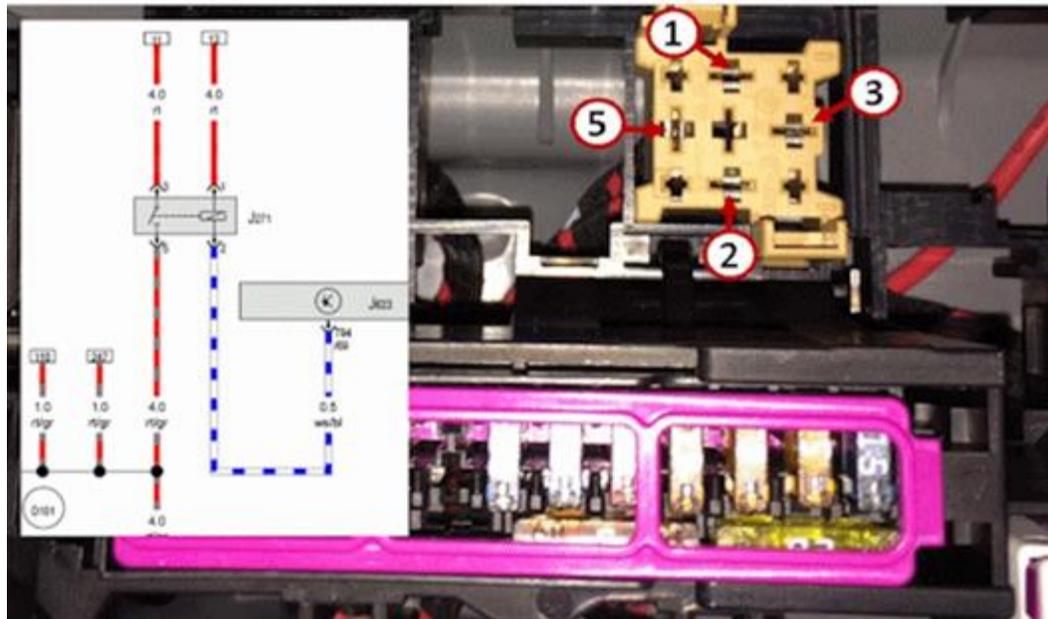


Figure 7. J271 relay terminals. Terminal 1: power from SA2, Terminal 2: switched ground from J623, Terminal 3: 30 power from SA2, and Terminal 5: switched power from J271.

10. With the ECM disconnected, check the wiring from J271 relay terminal 2 to the ECM:
- If voltage and wiring are good, replace the J271 relay.
 - If voltage and wiring are not good, do not proceed with this bulletin. Continue with diagnosis.

! **Note:** Only use a DVOM when taking measurements. If a non-approved device is used to check terminal 2, it can damage the ECM.

Technical Service Bulletin



11. After replacing the J271 relay, reinstall the ECM and confirm that the vehicle can be started. If vehicle cannot be started, continue with diagnosis.
12. Reinstall all components.
13. Check vehicle battery. Charge battery as needed before returning to customer.
14. Clear fault memory via ODIS GFF. Send diagnostic log via GFF Paperless.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2472		
Damage Code:	0010		
Labor Operations:	For A6 and A7:		
	Voltage relay remove + reinstall	2472 1950	10 TU
	Cover remove + reinstall	8522 1900	20 TU
	Battery check	2706 0100	20 TU
	Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 TU
	For A8:		
	Voltage relay remove + reinstall	2472 1999	10 TU
	Central electrics cover remove + reinstall	9793 1900	40 TU
	Battery check	2706 0100	20 TU
	Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 TU
	For Q7:		
	Voltage relay remove + reinstall (Includes Central electrics cover remove + reinstall)	2472 1900	30 TU
	Battery check	2706 0150	10 TU
	Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 TU

Technical Service Bulletin



For A5 Cabriolet:		
Voltage relay remove + reinstall	2472 1950	10 TU
Central electrics cover remove + reinstall (Includes cover remove + reinstall)	9793 1900	30 TU
Battery check	2706 0100	20 TU
Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 TU
For TT:		
Voltage relay remove + reinstall	2472 1900	20 TU
Battery check	2706 0100	20 TU
Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 TU
For A4:		
Voltage relay remove + reinstall	2472 1950	10 TU
Central electrics cover remove + reinstall	9793 1900	30 TU
Battery check	2706 0100	20 TU
Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 TU
For Q5:		
Voltage relay remove + reinstall	2472 1950	10 TU
Central electrics cover remove + reinstall	9793 1900	40 TU
Battery check	2706 0100	20 TU
Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 TU

Technical Service Bulletin



	For A5:		
	Voltage relay remove + reinstall	2472 1950	10 TU
	Central electrics cover remove + reinstall	9793 1900	30 TU
	Battery check	2706 0100	20 TU
	Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 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
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2036764/1		

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 (2036764) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.