



Technical Service Bulletin

97 No start (DTC P068A00)

97 18 60 2036764/4 February 1, 2018. Supersedes Technical Service Bulletin Group 97 number 14-43 dated April 14, 2014 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Technical Background</i> (Added Tip) Revised <i>Service</i> (Updated Tip) Revised <i>Warranty</i> (Added Claim Types and updated Labor Operations)
3	04/14/2014	Revised <i>Service</i> (Updated step 10 with relay diagnostic information)
2	03/31/2014	Revised <i>Production Solution</i> (Added solution) Revised <i>Service</i> (Added information about finding relay manufacturer) Revised <i>Warranty</i> (Updated battery labor operations) Revised <i>Required Parts and Tools</i> (Added table)

Customer states:

- MIL on.
- Vehicle will not start.

Workshop findings:

One or more of the following DTC(s) are stored in the engine control module (ECM), J623 (address word 0001):

- **DTC P068A00** (ECM/PCM Power Relay De-Energized Performance – Too Early).
- 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,**




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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 engine control module power supply relay is not functioning properly. Because the 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.


 **Tip:** Depending on model and engine, the engine control module power supply relay will have one of the following designations: J271, J317, J329, or J757. Be sure to consult the proper wire diagram for the vehicle you are working on.

Production Solution

Change of relay construction at Tyco Electronics. Installation of Hella relay in production.

Service

1. Confirm that **DTC P068A00** is stored in the ECM, J623 (address word 0001):
 - 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, with a gasoline engine. Use Elsa to confirm the proper components and connector terminal locations for the specific vehicle being repaired.



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

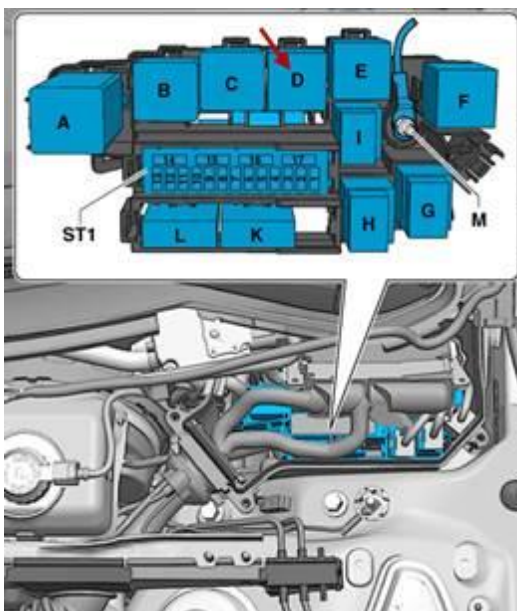


Figure 1. Location of J271 relay (D), as shown in Elsa.

3. Remove the plenum cover (Figure 2).



Figure 2. Plenum cover.

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

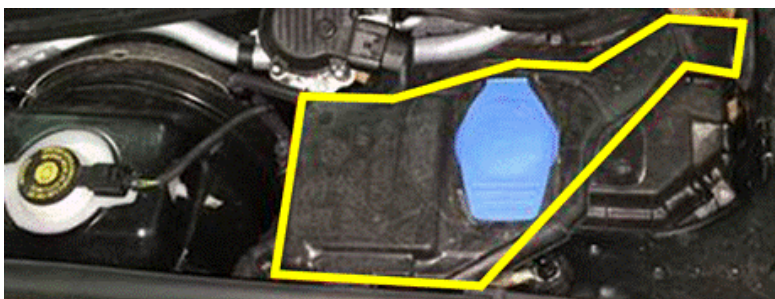


Figure 3. Washer reservoir filler neck.



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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).

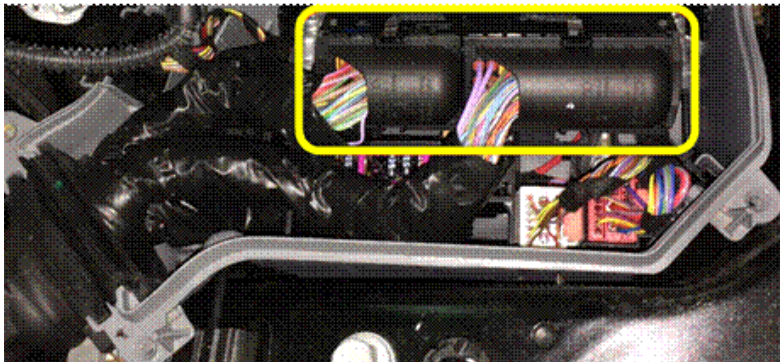


Figure 5. Engine control module (ECM).

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

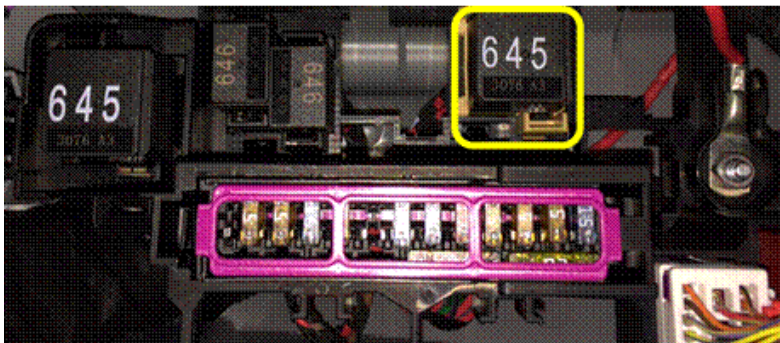


Figure 6. J271 relay (outlined).



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8. Check the relay manufacture build information on the relay. This information is printed under “645” on the relay:
- If the relay is from Tyco Electronics and has a yellow label (Figure 7, 1), replace the relay and proceed to step 10.
 - If the relay is from Tyco Electronics and has a white label (Figure 7, 2) or from Hella and has a white label (Figure 7, 3), do not replace the relay. Proceed to step 9.

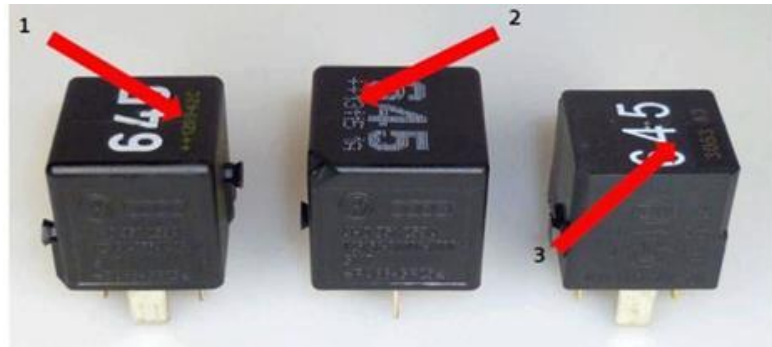


Figure 7. Relay manufacture data: Tyco Electronics relay with a yellow label (1), Tyco Electronics relay with a white label (2), Hella relay with a white label (3).

9. 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.*
10. Check for battery voltage on J271 relay harness terminals 1 (85 power) and 3 (30 power) (Figure 8 and Figure 9).

If no voltage is found, do not proceed with this bulletin. Continue with diagnosis.

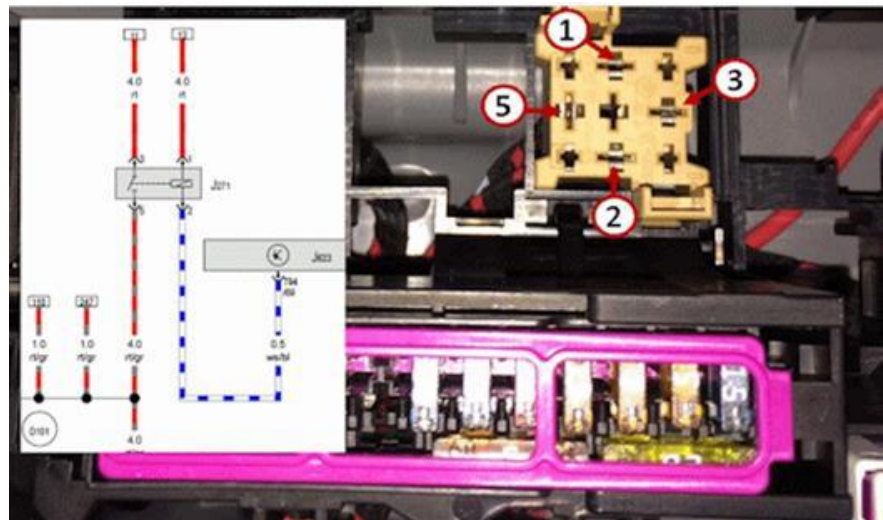


Figure 8. J271 relay pins. Terminal 1: 30 power from SA2, Terminal 2: switched ground from J623, Terminal 3: 30 power from SA2, and Terminal 5: switched power from J271.



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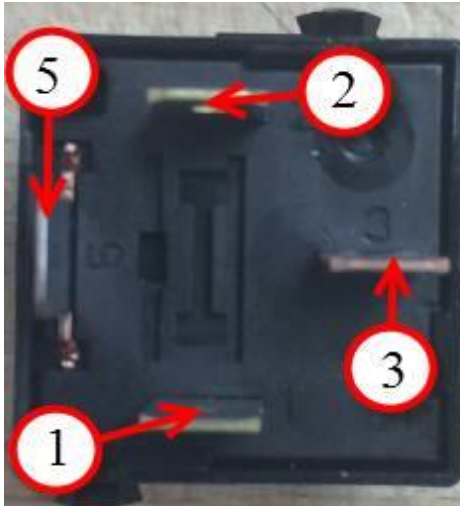


Figure 9. Relay terminal locations. Terminal 1: 85 Terminal 2: 86
Terminal 3: 30 Terminal 5: 87

11. 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.

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



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Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • 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
	Central electrics cover remove + reinstall	9793 1900	30 TU
	Cover remove + reinstall	8522 1900	20 TU
	For A8:		
	Voltage relay remove + reinstall	2472 1950	10 TU
	Central electrics cover remove + reinstall	9793 1900	40 TU
	For Q7:		
	Voltage relay remove + reinstall (Includes Central electrics cover remove + reinstall)	2472 1900	30 TU
	For A5 Cabriolet:		
	Voltage relay remove + reinstall	2472 1950	10 TU
	Central electrics cover remove + reinstall (Includes cover remove + reinstall)	9793 1900	30 TU
	For TT:		
	Voltage relay remove + reinstall	2472 1900	20 TU
	For A4:		
	Voltage relay remove + reinstall	2472 1950	10 TU
	Central electrics cover remove + reinstall	9793 1900	30 TU
	For Q5:		



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	Voltage relay remove + reinstall	2472 1950	10 TU
	Central electrics cover remove + reinstall	9793 1900	40 TU
	For A5:		
	Voltage relay remove + reinstall	2472 1950	10 TU
	Central electrics cover remove + reinstall	9793 1900	30 TU
	Non BEM/BDM-equipped vehicles:		
	Battery check	2706 0150 (Q7 only) 2706 0100 (All others)	10 TU (Q7 only) 20 TU (All others)
	Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 TU
	BEM/BDM-equipped vehicles:		
	Battery check	Included with GFF	Included with GFF
	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
Claim Comment:	As per TSB #2036764/4		

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.



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Required Parts and Tools

Part Number	Part Description	Quantity
4H0951253A	Relay	1

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. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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