



# Technical Service Bulletin

## 97 Vehicle does not start DTC B11D729 stored, or functions of multifunction switch strip do not work

97 20 72 2059011/1 March 31, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 - 2020	All	Not Applicable

## Condition

### Customer states:

- The vehicle cannot be started using the engine start/stop button.
- A warning about the engine start system can also be displayed in the instrument cluster.

Or

- One of the buttons on the multifunction switch may not work (Figure 1).



**Figure 1.** Engine start button and multifunction switch.

### Workshop findings:

The following DTC may be stored in the engine control module (ECM), J623 (address word 0001):

- **DTC B11D729** (ignition button, implausible signal) (static or sporadic).

Or

- One or more of the switches on the multifunction switch do not work and there are faults stored in the relevant control module(s) relating to the inoperative buttons in the multifunction switch.

## Technical Background

The wiring harness for the buttons of the multiple switch strip can get pinched between the mounting point of the storage compartment and the trim panel.

## Production Solution

This mounting point is no longer used in production as of 01/29/2020.



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## Service

1. If the faults or symptoms listed above are present proceed with inspection for the wire harness.

Remove the storage compartment in the center console.

Check for damage to the ignition switch and multifunction switch wiring, (Figure 1).

If the wires are damaged, repair the affected cables with the repair kit VAS 1978B.



*Figure 1. Wiring harness pinched at the mounting point.*



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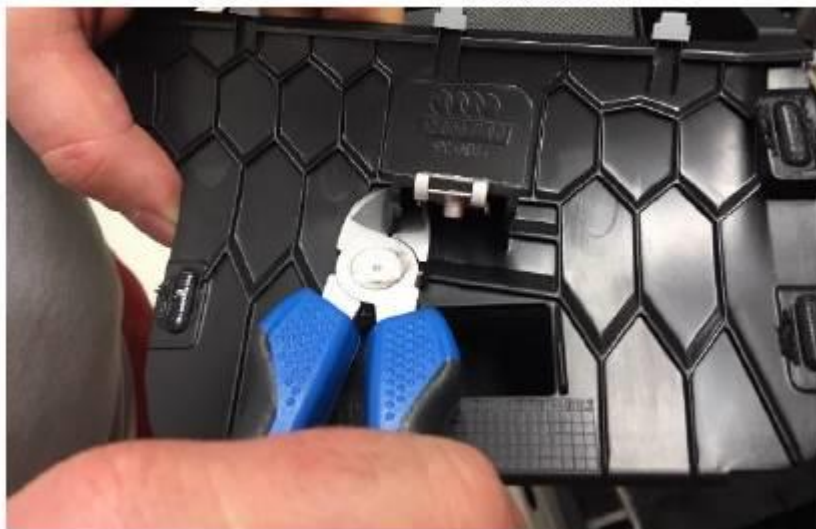
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2. The mounting lug (Figure 2) must be removed.



*Figure 2. Mounting lug to be removed.*

3. With side cutters, remove the support bars at the right and left sides of the mounting point (Figure 3).



*Figure 3. Removal of support bars.*



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4. The mounting point can then be removed using a twisting motion (Figure 4).



*Figure 4. Mounting lug can now be removed.*



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5. Ensure no sharp edges are left that could interfere with harness routing (Figure 5).

Reinstall the storage compartment and check the functions of the related switches.

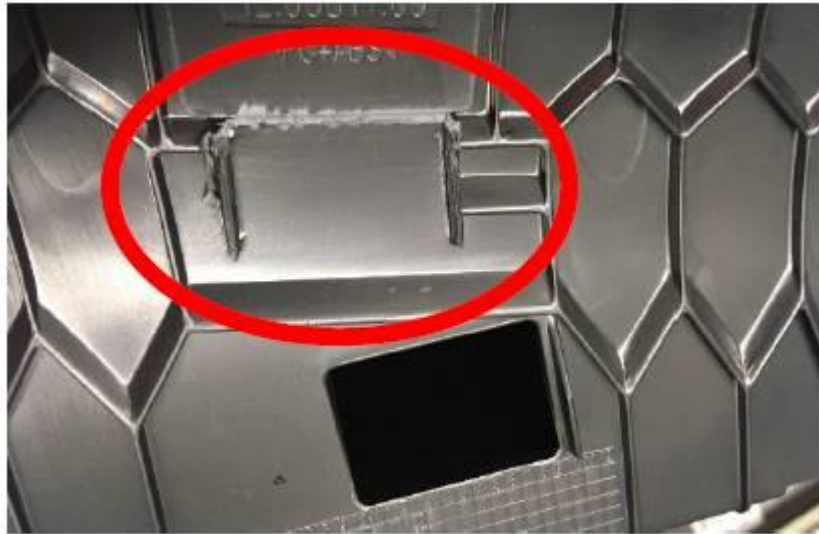


Figure 5. Example of finished removal.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	9774		
<b>Damage Code:</b>	0024		
<b>Labor Operations:</b>	Remove and install console (element)	6817 1901	See SRT
	Remove and install storage compartment	6816 1951	See SRT
	Check wiring harness	9709 0199	10 TU
	Repair wiring harness (depends on number of damaged cables)	9709 41xx	See SRT
	Modify storage compartment	6816 4999	10 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic



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			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
<b>Claim Comment:</b>	As per TSB #2059011/1		

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

Tool Number	Tool Description
VAS 1978 B	Wire harness repair set
VAS 61XX	ODIS Service with VAS tester

## Additional Information

All part and service references provided in this TSB (2059011) 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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