Technical Service Bulletin

01 MIL on, DTC P167E00 and P0A0F00 is stored in the ECM

01 20 67 2059761/1 June 8, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2019	All	3.0 TFSI

Condition

Customer states:

- "Drive system malfunction" message displays in the instrument cluster.

Workshop findings:

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

- **DTC P167E00** (Start/Stop Restart Maximum Start Time Exceeded).
- **DTC P0A0F00** (Engine Failed to Start).

Technical Background

During engine start/stop operation, if the first auto start attempt fails to start the engine the P167E00 code can be set. The system will attempt to start the engine a second time automatically.

If the second auto start fails the P0A0F00 code can be set, the "Drive system malfunction! Safely stop vehicle" message (Figure 1) will appear on the cluster and the customer is also instructed to "Please start engine manually" (Figure 2).

The vehicle can then be restarted manually by first shifting to "P" or "N", apply the brakes and push the engine start switch.

Note:

The condition applies to this TSB only when the specific DTCs are present. If other DTCs are also present, conduct regular diagnosis outside of this TSB.

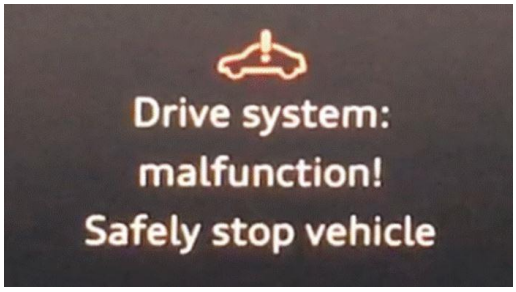

Figure 1. *This message appears with DTC P0A0F00.*

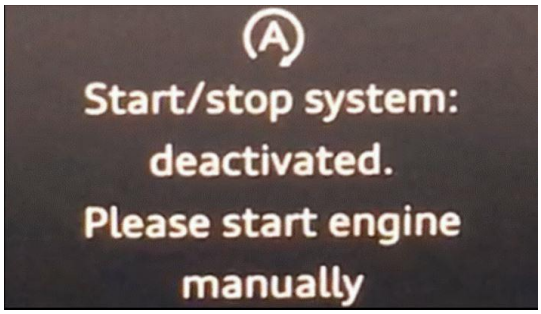

Figure 2. *This message appears with DTC P0A0F00 after Figure 1.*

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Production Solution

Software update is implemented for MY2020 vehicles.

Service

This TSB and Campaign 24FR replaces Pending Service Solution (PSS) TSB 2057183: *PSS 01 MIL on, DTC P167E00 and P0A0F00 stored in the ECM*.

1. Verify that DTC P167E00 or that both DTC P167E00 and DTC P0A0F00 are stored in the ECM and erase the DTC(s).
2. **Proceed with software update as detailed in Campaign 24FR: Update Servicing Start/Stop System – (NVLW).**
3. Do not replace any components for this condition since this will not resolve the customer's concern.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2470		
Damage Code:	0010		
Labor Operations:	Campaign 24FR	See Campaign	See Campaign
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on the diagnostic protocol (Max 20 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 #2059761/1		

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.

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Additional Information

All part and service references provided in this TSB (2059761) 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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