Technical Service Bulletin

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

96 21 64 2050353/3 March 16, 2021. Supersedes Technical Service Bulletin Group 96 number 18-25 dated March 28, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2018	000001 - 117674	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised header (Added VIN Break)
2	03/28/2018	Revised *Service* (Added photo)
1	02/07/2018	Initial publication

Customer states:

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

Or

- The 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 in production starting in January 2018.

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Service

1. Replace the center console storage compartment with the part number 80B 864 131 (Figure 1).

Figure 1. *Center console storage compartment.*

2. Clear the DTC and ensure the button operates freely and that the DTC does not return.

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	See SRT with associated operations
	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

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Claim Comment:	As per TSB #2050353/3

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	**Part Description**	**Quantity**
80B864131	Center console storage compartment	01
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (2050353) are subject to change and/or removal.

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