



# Technical Service Bulletin

**24 Engine: start/stop system - system fault shown and start/stop system not working; mileage below 50 km/32 miles**

24 24 61 2074810/1 July 31, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Models	2010 – 2024	All	Not Applicable

## Condition

### Customer statement:

The message “Start/stop system: system fault. Function unavailable. Please contact workshop” or “Vehicle start system: fault. Please contact workshop” is shown in the instrument cluster and the start/stop system does not work. The vehicle has a mileage of less than 50 km.

### Workshop findings:

There are no event memory entries in any of the control units indicating that the function of the start/stop system is restricted.

## Technical Background 1

Production mode has not been deactivated and/or the start/stop system was not activated when the vehicle was first used.



**Note: The start/stop system is activated automatically after covering 50 km/32 miles.**

## Production Solution

Not applicable.

## Service

### Deactivating production mode

Set adaption 04FC in the engine control unit to 00 00 00 using the ODIS tester.

Terminal 15 OFF.

Wait 10 seconds during post-run.

Terminal 15 ON.

Production mode is deactivated, and the event memory entry is automatically deleted, the EPC and exhaust emissions warning lamps go out.

### Activate the start/stop system in the engine control unit via the adaptations:

Adaption channel: \$0927: activation of start/stop system: entry: active.



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The start/stop system is now active. Finally, perform a road test to check that the start/stop system works.



**Important:** Once the vehicle has a mileage of 50 km/32 miles or more, the start/stop system can no longer be set to “not active” .

## Warranty

<b>Claim Type:</b>	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	Gas engines: 2470, Diesel engines: 2360		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Gas Engine: Program EDC control unit	2360 2599	20 TU
	Diesel Engine: Program electronic injection system control unit	2470 2599	20 TU
<b>Claim Comment:</b>	As per TSB 2074810/1		

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 part and service references provided in this TSB (**2074810**) 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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