

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A3, S3, RS 3, S5, S5, Q5, Q5 Sportback, SQ5, and SQ5 Sportback	2025 – 2026	All	Not applicable
A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025 2027		
A6, and Q3	2026		

Customer states:

The vehicle cannot be switched on or off.

The start/stop button (entry and start authorization button E408) is sticking or stiff.

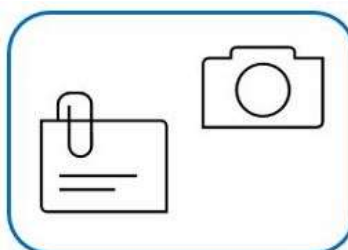
Workshop findings:

The customer statement can be reproduced. The DTC memory entry **may** be logged in the onboard supply control unit J519 (diagnostic address 0009):

- **B143C29:** Entry and start authorization button – electrical fault w/ symptom: 131072

and/or

- **B143C86:** Entry and start authorization button – signal invalid w/ symptom: 131073



Documentation necessary

Technical Background

The start/stop button is not aligned correctly in the trim (refer to Figure 1).



Figure 1. The start/stop button is not aligned correctly.

The retaining hook is not engaged in the tab (refer to Figure 2).

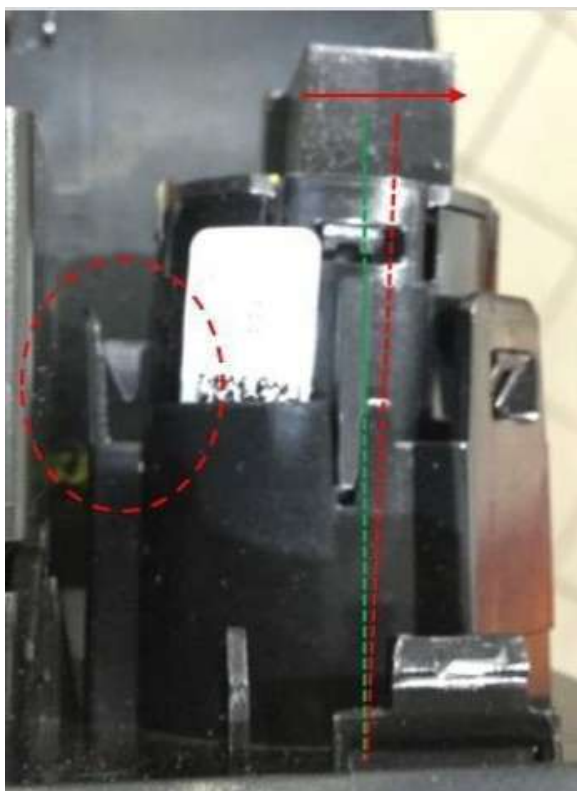


Figure 2. The retaining hook is not engaged in the tab.

Production Solution

Continuous improvement of the retaining elements is being gradually implemented in series production.

Service

Remove the button trim as described in the Workshop Manual and clip the button correctly into all tabs. Then test that the button is engaged correctly by pressing it. Install the button trim again and delete the event memory entries if any are logged.

When billing, please always attach a photo which clearly shows that the retaining hook is not engaged to the Doc-IT report. To ensure a reference to the vehicle, the photo must include the chassis number and the date. The photo must not be edited. The photo should be in focus and be taken with sufficient light. A high resolution is not necessary. If appropriate, please mark the location of the problem so that parts analysis have a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or faces, vehicle registration numbers (number plates) or customer data.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9677		
Damage Code:	0040		
Labor Operations:	Remove and install start/stop button	9677 19xx	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
	Charge Battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2082388/1		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Additional Information

All part and service references provided in this TSB (**2082388**) 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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