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Your Vehicle: 2010 Audi Q7 Quattro (4LB) V6-3.0L DSL Turbo (CATA)



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Computer/Controls - MIL ON, DTC P068A00. No Start

97 No start (DTC P068A00)

97 14 43

2036764/3

April 14, 2014

Supersedes Technical Service Bulletin Group 97 number 14-42 dated March 31, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2014	All	Not Applicable
A5	2009 - 2014	All	Not Applicable
A5 Cabriolet	2010 - 2014	All	Not Applicable
A6	2012 - 2014	All	Not Applicable
A7	2012 - 2014	All	Not Applicable
A8	2011 - 2014	All	Not Applicable
Q5	2009 - 2014	All	Not Applicable
Q7	2009 - 2014	All	Not Applicable
TT	2009 - 2014	All	Not Applicable

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Vehicle Information

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised Service (Updated step 10 with relay diagnostic information)
2	2/21/2014	Revised Production Solution (Added solution)

	3/31/2014	Revised <i>Production Solution</i> (Added solution) Revised <i>Service</i> (Added information about finding relay manufacturer) Revised <i>Warranty</i> (Updated battery labor operations) Added <i>Required Parts and Tools</i>
1	03/18/2014	Initial publication

- MIL on.
- Vehicle will not start.
- **DTC P068A00** is stored in the engine control module (ECM), J623 (address word 01).
- Numerous unrelated DTCs are also stored in the system, including: P056200, P057100, P068700, P068A00, P162400, P190C00, U010000, U010100, U012100, U014600, U015500, U021200, U101100, U102600, U111100, U111300, U140000, VAG00003, VAG00185, VAG00263, VAG00317, VAG00384, VAG00446, VAG00456, VAG00457, VAG00466, VAG00473, VAG00532, VAG00565, VAG00591, VAG00714, VAG00819, VAG00955, VAG01217, VAG01299, VAG01314, VAG01315, VAG01317, VAG01320, VAG01330, VAG01331, VAG01332, VAG01334, VAG01333, VAG01336, VAG01705, VAG01964, VAG02067, VAG02072, VAG02095, VAG02103, VAG02203, VAG02214, VAG02635, VAG02812, VAG02874, VAG03041, VAG03157, VAG03166, VAG03220, VAG03278, and/or VAG03531.

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Condition

Technical Background

The motronic engine control module power supply relay, J271, is not functioning properly. Because the J271 relay controls battery voltage (Terminal 30) via a ground signal sent from the ECM, numerous faults can occur in multiple [control modules](#) when it is not functioning properly.

Production Solution

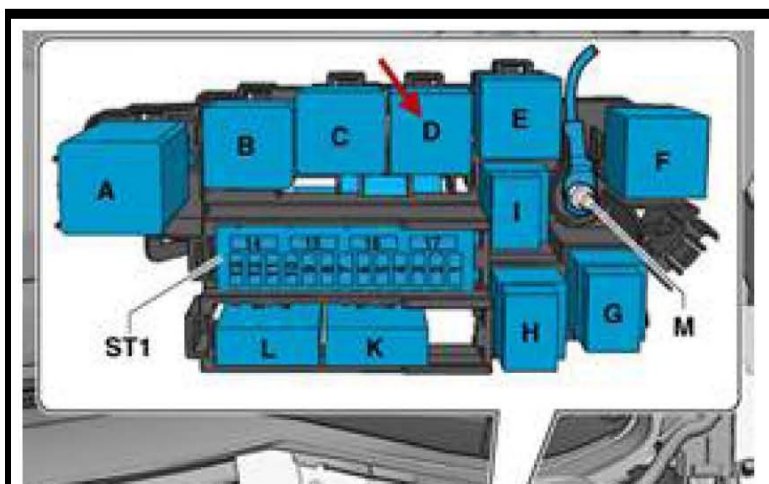
Change of relay construction at Tyco Electronics. Installation of Hella relay in production.

Service

1. Confirm that DTC P068A00 is stored in the ECM, J623 (address word 01):

^ If DTC P068A00 is stored in the ECM, proceed with this bulletin.

^ If DTC P068A00 is not stored in the ECM, do not proceed with this bulletin. Continue with diagnosis. Tip: The images used in this bulletin are of a 2014 A4 vehicle. Use Elsa to confirm component and connector terminal locations for the specific vehicle being repaired.



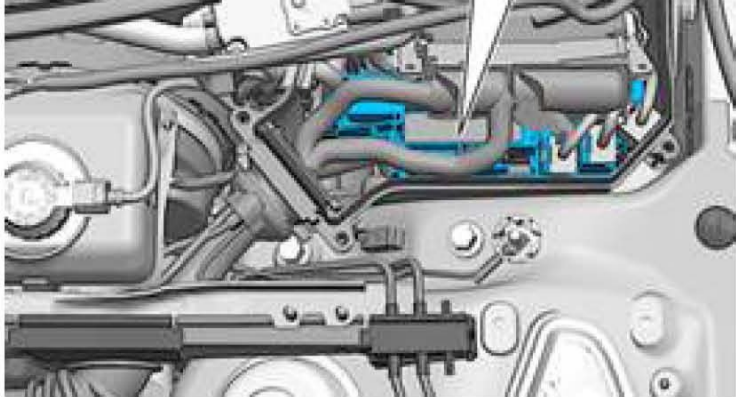


Figure 1. Location of J271 relay (D), as shown in Elsa.

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2. Check Elsa for the location of the J271 relay (Wiring diagrams >> Component locations >> Component Locations: Relays) (Figure 1).

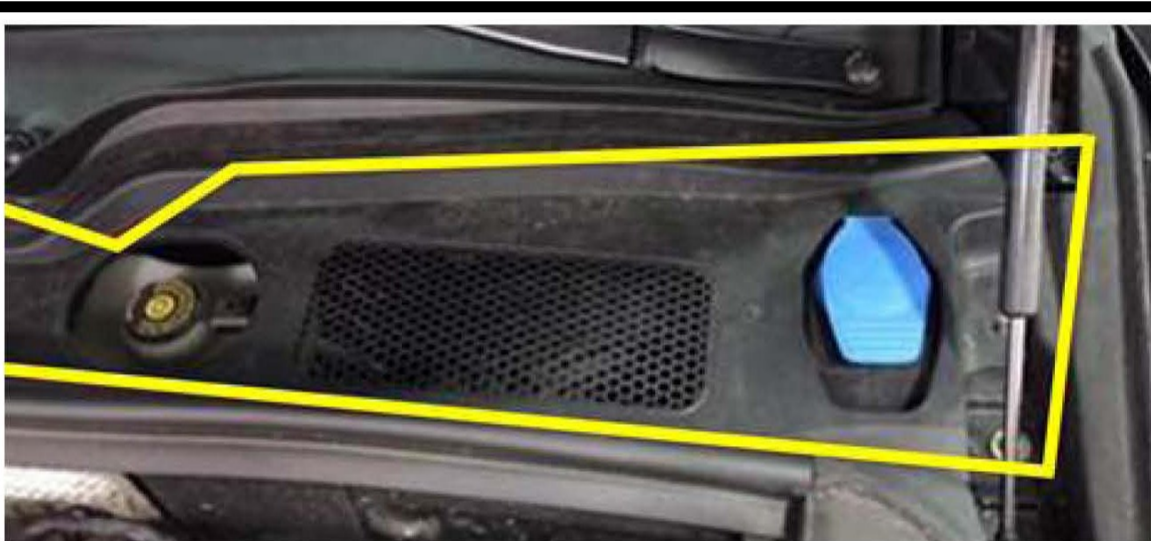


Figure 2. Plenum cover.

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3. Remove the plenum cover (Figure 2).

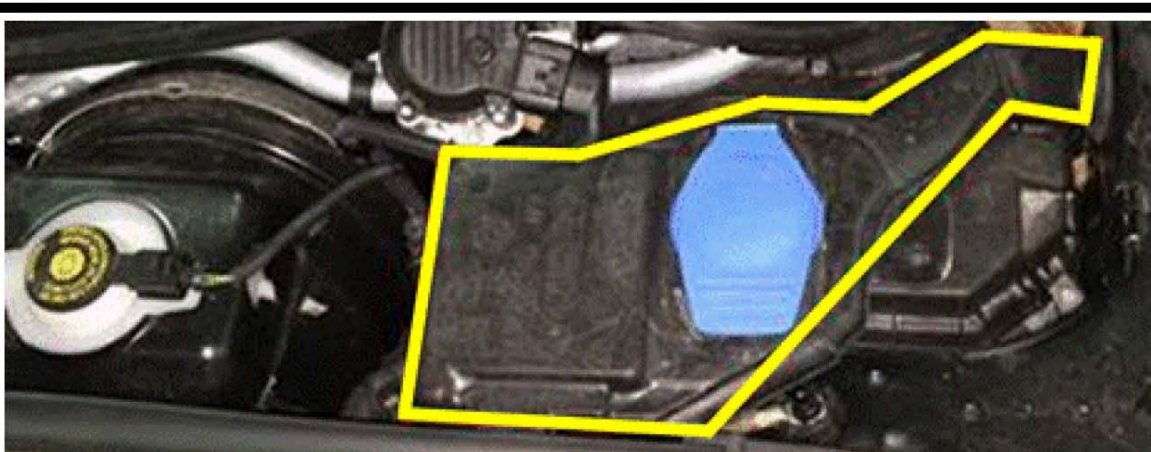


Figure 3. Washer reservoir filler neck.

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4. Remove the washer reservoir filler neck (Figure 3).

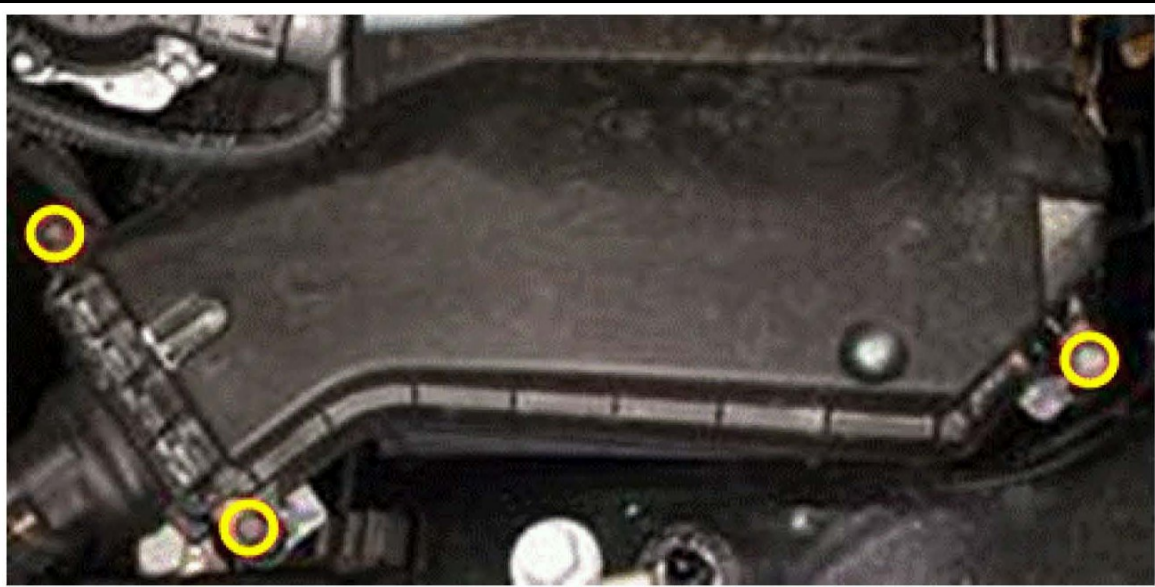


Figure 4. Screws to be removed (outlined).

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5. Remove screws to gain access to the relay/fuse panel (Figure 4).

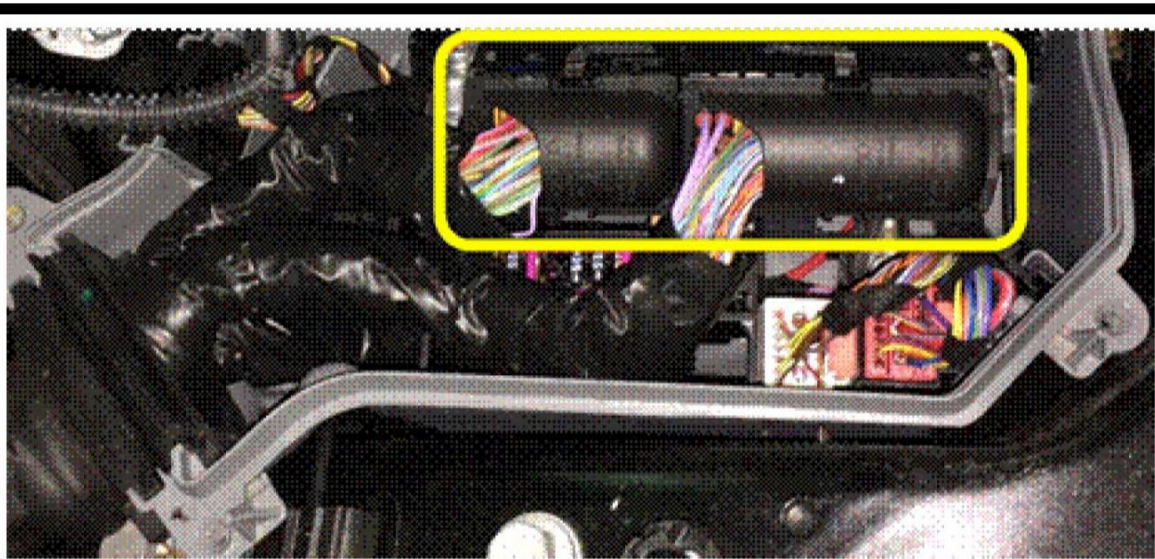


Figure 5. Engine control module (ECM).

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6. Remove the ECM (Figure 5).

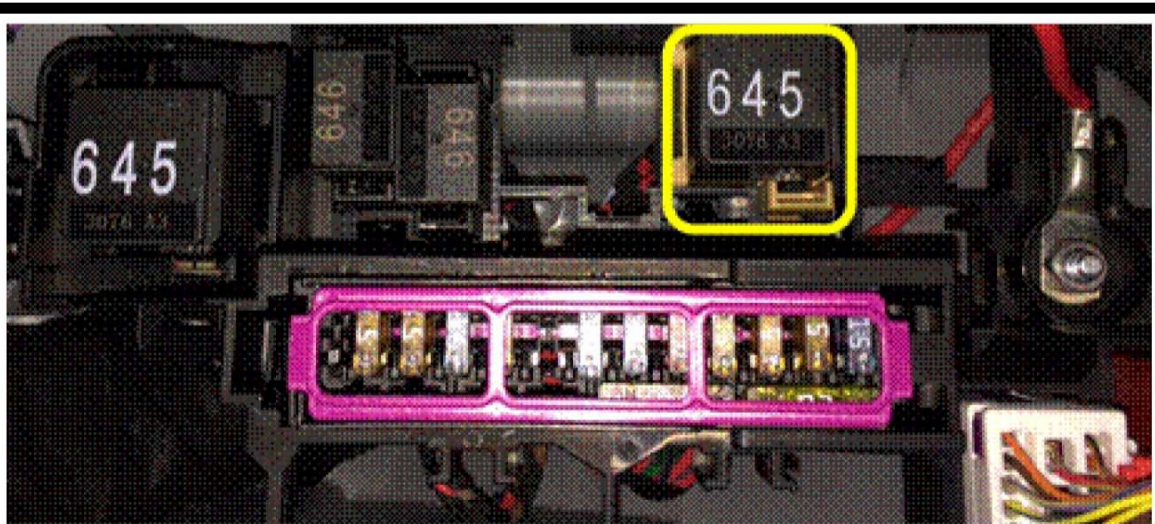


Figure 6. J271 relay (outlined).

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7. The J271 relay is now accessible (Figure 6).

8. Check the relay manufacture build information on the relay. This information is printed under "645" on the relay:

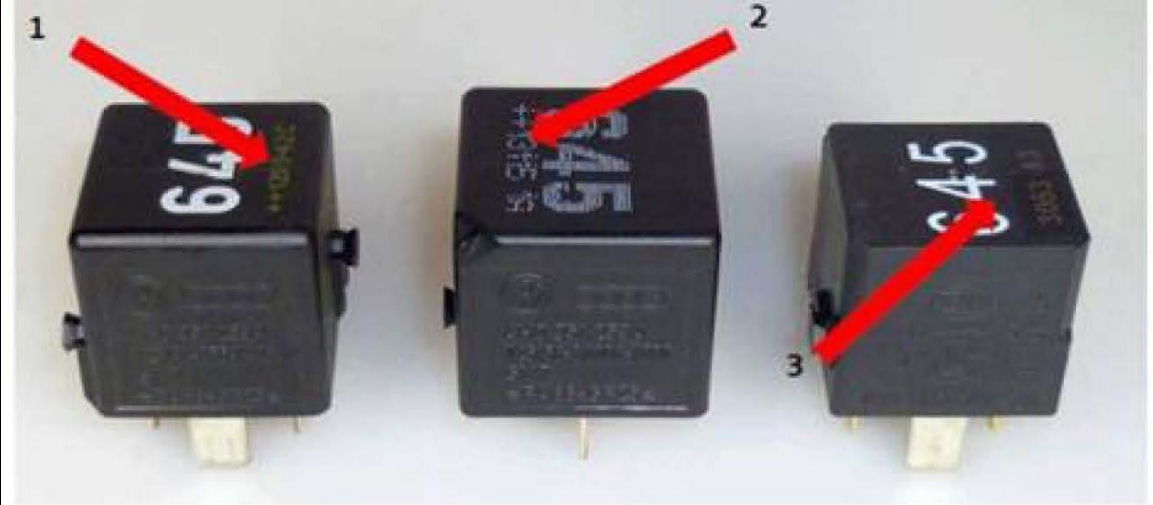


Figure 7. Relay manufacture data: Tyco Electronics relay with a yellow label (1), Tyco Electronics relay with a white label (2), Hella relay with a white label (3).

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^ If the relay is from Tyco Electronics and has a yellow label (Figure 7, 1), replace the relay and proceed to step 10.

^ If the relay is from Tyco Electronics and has a white label (Figure 7, 2) or from Hella and has a white label (Figure 7, 3), do not replace the relay. Proceed to step 9.

9. Check the J271 relay according to the instructions in Elsa at: Engine >> Generic Scan Tool >> ST Generic Scan Tool >> Diagnosis and Testing >> Diagnostic Procedures >> Engine Component Power Supply Relay, Checking.

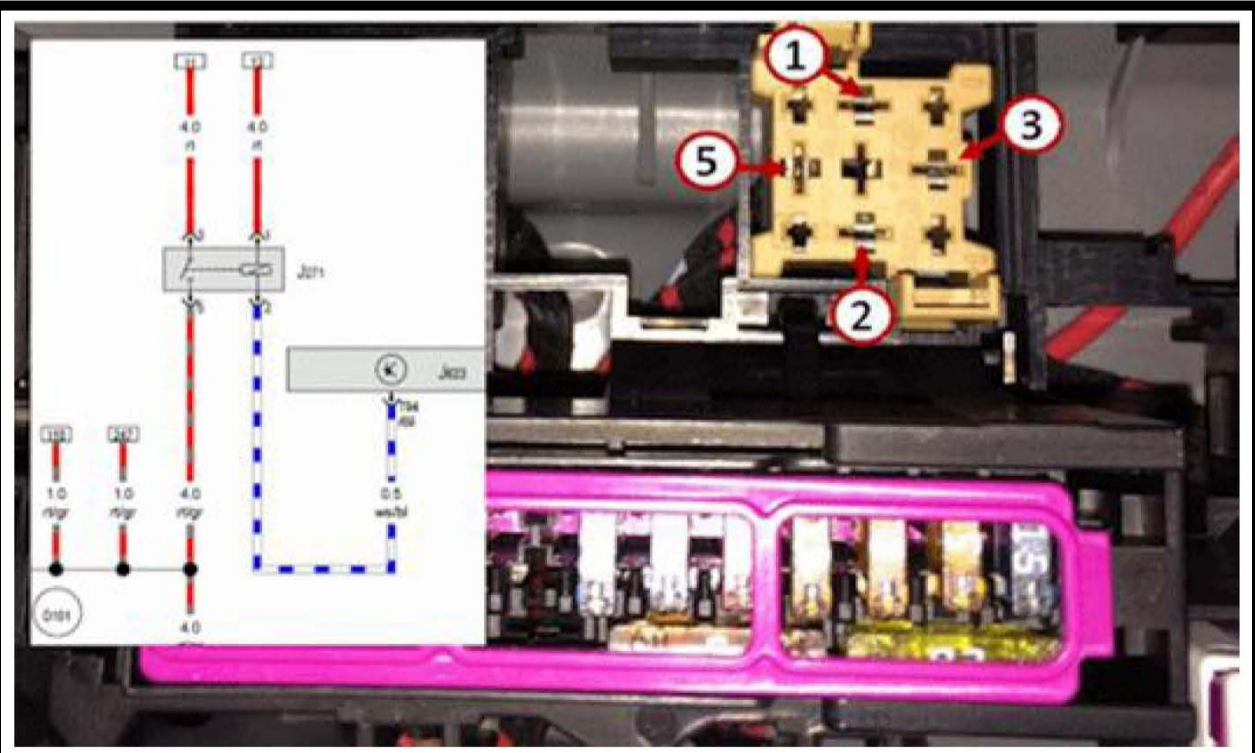
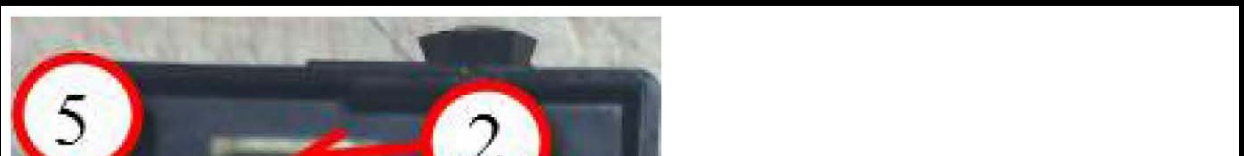


Figure 8. J271 relay pins. Terminal 1: 30 power from SA2, Terminal 2: switched ground from J623, Terminal 3: 30 power from SA2, and Terminal 5: switched power from J271.

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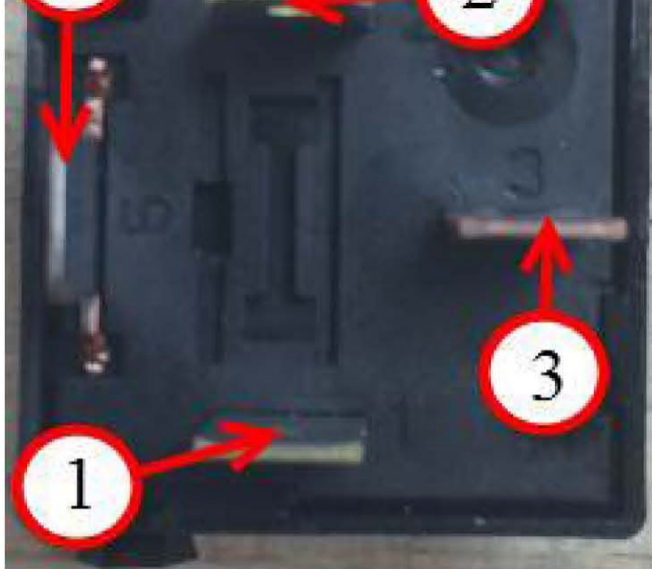


Figure 9. Relay terminal locations. Terminal 1: 85 Terminal 2: 86 Terminal 3: 30 Terminal 5: 87

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10. Check for battery voltage on J271 relay harness terminals 1 (85 power) and 3 (30 power) (Figure 8 and Figure 9).

If no voltage is found, do not proceed with this bulletin. Continue with diagnosis.

11. With the ECM disconnected, check the wiring from J271 relay terminal 2 to the ECM:

^ If voltage and wiring are good, replace the J271 relay.

^ If voltage and wiring are not good, do not proceed with this bulletin. Continue with diagnosis. Note: Only use a DVOM when taking measurements. If a non-approved device is used to check terminal 2, it can damage the ECM.

12. After replacing the J271 relay, reinstall the ECM and confirm that the vehicle can be started. If vehicle cannot be started, continue with diagnosis.

13. Reinstall all components.

14. Check vehicle battery. Charge battery as needed before returning to customer.

15. Clear fault memory via ODIS GFF. Send diagnostic log via GFF Paperless.

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2472		
Damage Code:	0010		
Labor Operations:	For A6 and A7:		
	Voltage relay remove + reinstall	2472 1950	10 TU
	Cover remove + reinstall	8522 1900	20 TU
	For A8:		
	Voltage relay remove + reinstall	2472 1999	10 TU
	Central electrics cover remove + reinstall	9793 1900	40 TU
	For Q7:		
	Voltage relay remove + reinstall (Includes Central electrics cover remove + reinstall)	2472 1900	30 TU
	For A5 Cabriolet:		
Voltage relay remove	2472 1950	10 TU	

+ reinstall		
Central electrics cover remove + reinstall (Includes cover remove + reinstall)	9793 1900	30 TU

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For TT:		
Voltage relay remove + reinstall	2472 1900	20 TU
For A4:		
Voltage relay remove + reinstall	2472 1950	10 TU
Central electrics cover remove + reinstall	9793 1900	30 TU
For Q5:		
Voltage relay remove + reinstall	2472 1950	10 TU
Central electrics cover remove + reinstall	9793 1900	40 TU
For A5:		
Voltage relay remove + reinstall	2472 1950	10 TU
Central electrics cover remove + reinstall	9793 1900	30 TU
Non BEM/BDM-equipped vehicles:		
Battery check	2706 0150 (Q7 only) 2706 0100 (All others)	10 TU (Q7 only) 20 TU (All others)
Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 TU
BEM/BDM-equipped vehicles:		
Battery check	Included with GFF	Included with GFF
Battery charge (If necessary - must be supported by battery test/charge logs)	2706 8950	10 TU

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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
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2036764/3		

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.

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Warranty

Part Number	Part Description	Quantity
4H0951253A	Relay	1

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Required Parts and Tools

Additional Information

All parts and service references provided in this TSB (2036764) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.