



27-19-01TT - Start/Stop System No Operation, May Also Occur After Battery Replacement

Release date: 8/21/2019

Condition

ATTENTION:

THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN. TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.

Applicable Vehicles

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Atlas, Atlas CrossSport, Tiguan LWB	2018-2020	All	Auto	All	All
Jetta	2019-2020	All	Auto	All	All
Golf, GTI	2019-2020	All	Auto	All	All

Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2053976/3	8/21/20	27-19-01TT	Additional model and model year applicability.
2053976/2	8/19/19	27-19-01TT	Reinstated.
2053976/1	2/15/19	27-19-01TT	Original publication.

Technical Background

The customer may state that the Start/Stop system is inoperative. Multiple different messages may be displayed in the MFI or Radio. The concern may be present after a battery replacement or other repair.



Tip:

MFI may display "Error: start-stop". This might be related to Engine/Motor Control Module -J623- adaptation.

The customer concern can also be caused by the battery state of charge.

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If the charge status of the battery in Data Bus on Board Diagnostic Interface -**J533**- drops below 12.1 volts, it will disable the Start/Stop function even if all requirements in the owner manual are met. This may be due to the customer using several high amperage consumers or frequent short distance driving of the vehicle.

If the charge status of the battery is below 12.1 volts in Data Bus on Board Diagnostic Interface -**J533**-, the battery will need to be charged. The vehicle battery may also need to be load tested. After charging and a key cycle, test drive to see if Start/Stop operates normally.

Another issue that may disable the Start/Stop function is when the battery or Battery Monitoring Control Module -**J367**- has been replaced.

If the vehicle battery or Battery Monitoring Control Module -**J367**- has been replaced, they must be adapted to the vehicle. Failure to do so will compromise the operation of the charging system and may lead to premature battery failure and DTC's.

The test plan can be found in AW19 Gateway > GF > adapt battery, see figure 1 for additional information.

## Service

**Tip:**

The customer's concern may also be caused by faults in the Engine/Motor Control Module -**J623**- or the adaptation for the Start/Stop system not being activated in the ECM.

If a fault code in the Engine/Motor Control Module -**J623**- has been repaired, readiness must be set before the Stop/Start function will work.

- First diagnose and repair any faults stored in the Engine/Motor Control Module -**J623**-.

After a repair (or even if there are were no codes stored):

- Adapt the Engine/Motor Control Module -**J623**-. Go to Engine> Control Module OBD > Adaptations > Start/Stop Adaptation.

**Tip:**

In the current status it should indicate "Not Active".

In the drop box to the right:

- Select "Activate" and select Apply.
- Cycle ignition Off and then On.

**Tip:**

With an ignition cycle the message should clear and Start/Stop should be functional. If not, repeat the process and switch "Not Active" to "Active" twice and complete another ignition cycle.

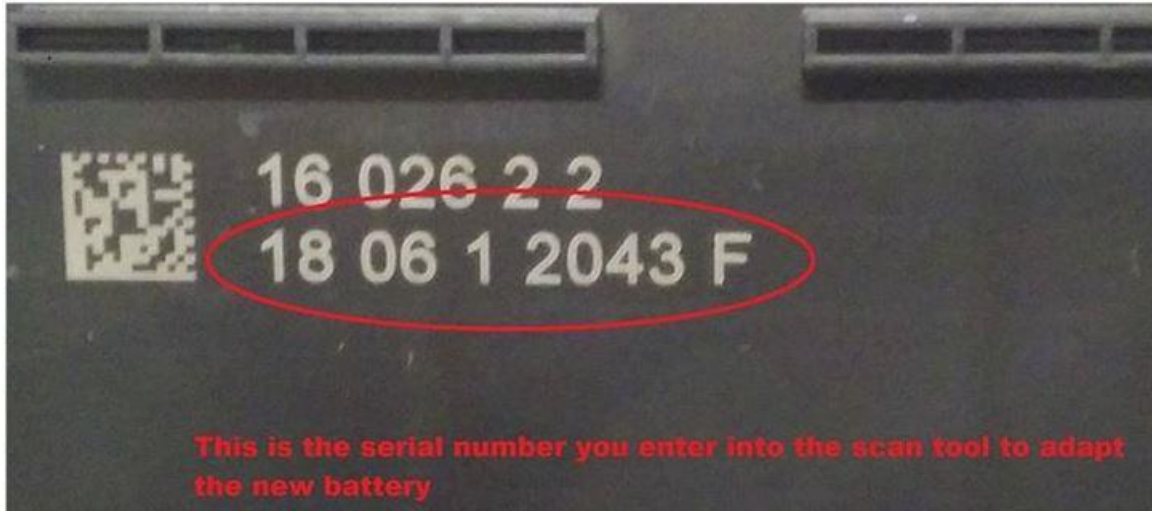
For Battery or Battery Monitoring Control Module -**J367**- :

- Go to the test plan tab.
- Go to select self-test.
- Go to Magnifying glass.
- Search the word Battery or Battery Monitoring Control Module -**J367** (depending on what was replaced).
- Attach the test plan.
- Perform the test plan you attached, see figure 1 for additional information.



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### Additional Information

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