



# Technical Service Bulletin

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## 97 Vehicle ignition cannot be turned on or vehicle does not start

97 21 81 2064805/1 November 3, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2018 - 2022	All	Not Applicable
Q5 PHEV	2020 - 2022	All	Not Applicable
Q5 sportback, SQ5 sportback	2021 - 2022	All	Not Applicable

## Condition

### Customer states:

- The vehicle cannot be started or the ignition cannot be turned on.

### Workshop findings:

- The workshop confirms that the ignition does not turn on and the vehicle is unable to be scanned using the ODIS tester.
- The workshop finds that fuse S164 had been blown.

## Technical Background

A short circuit to ground in the area of the driver's footwell (front left) can blow the fuse.

## Production Solution

Improved harness routing has been introduced into production.



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## Service

1. Fuse S164 is located on the distribution block at the B+ post of the battery (Figure 1).

This fuse is not replaceable separately, part number **80A 915 459** is needed.

For this reason, the short circuit must be located and repaired **BEFORE** the fuse assembly is replaced.



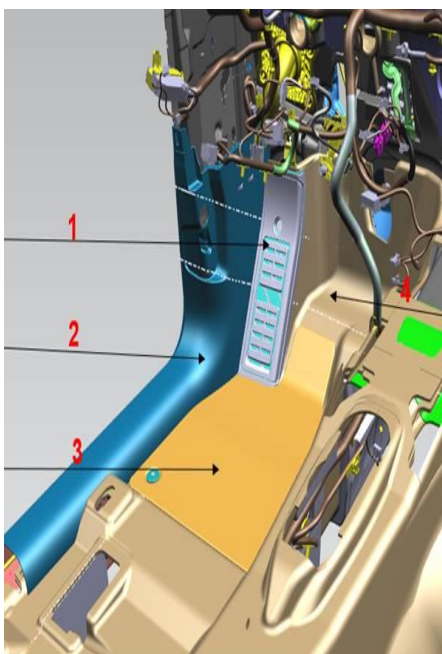
*Figure 1. Fuse S164 circled in red.*

**If fuse S164 has been blown, proceed as follows:**

2. Gain access to the fuse holder underneath the drivers' footrest.

Remove the driver's seat, footrest cover (Figure 2, position 1), lower A-pillar trim (Figure 2, position 2), and floor mat (Figure 2, position 3).

Fold the carpet (Figure 2, position 4) towards the center console to expose the fuse box behind the footrest.



*Figure 2. Driver side footwell.*



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3. Check the red wire leading to J329 (terminal 30) and the black wire on J329 (terminal 15) for damage (Figure 3).



**Figure 3.** Area to inspect for chaffing.



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4. If any wire is damaged, repair it using VAS 1978B.

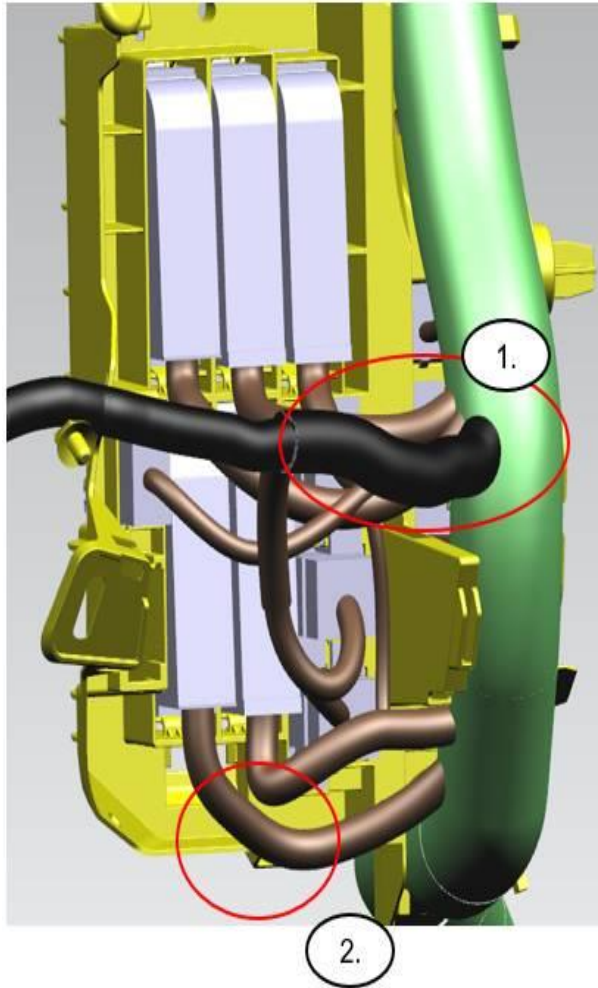


**Note:**

Additional steps are required after the repair to fix the concern permanently.

**After all of the wires have been repaired, proceed as follows:**

Using harness tape N 107 290 02, wrap the 30mm harness section shown in point 1 of Figures 4 and 5.

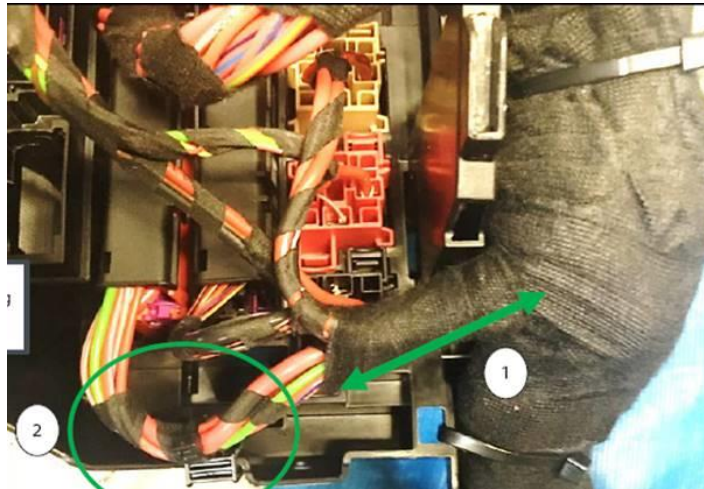


**Figure 4.** Location 1 for harness tape, location 2 for cable tie.



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- Route the harness to prevent any further chafing. Fit cable tie **5M0 971 838** in the area of point 2 in Figures 4 and 5.



**Figure 5.** Location 1 for harness tape, location 2 for cable tie.

- Before reassembling, clear all faults and ensure the repair is complete.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>110 up to 48 Months/50,000 Miles.</li> <li>G10 for CPO Covered Vehicles – Verify Owner.</li> <li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9709		
<b>Damage Code:</b>	0025		
<b>Labor Operations:</b>	Remove and install front seat	7201 1900	See SRT with associated operations
	Release and secure front floor covering (incl. removing and installing floor mat, footrest, and A-pillar trim)	7041 0999	50 TU
	Modify central wiring harness	9709 4999	40 TU
	Repair central wiring harness (if needed)	9709 41XX	See SRT with associated operations



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<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB #2064805/1		

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.

## Required Parts and Tools

Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
80A915459	Central protection	01
N 10729002	Harness tape	.3
5M0971838	Cable tie	01
VAS 1978B	Wire harness repair kit	Shop Supply

## Additional Information

All parts and service references provided in this TSB (2064805) are subject to change and/or removal.

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