



### 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 Cross Sport	2018-2024	All	All	All	All
Tiguan	2018-2024	All	All	All	All
Jetta	2019-2024	All	All	All	All
Arteon	2019-2024	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2055075/3	3/16/23	27-19-02TT	Additional model year applicability.
2055075/2	4/30/21	27-19-02TT	Additional model and model year applicability with additional instruction.
2055075/1	5/24/ 19	27-19-02TT	Original publication.

### Technical Background

The customer may state that there is a message present in the **-KX2-** Instrument Cluster or the **-J794-** Information Electronics Control Module 1 / **-J685-** Front Information Display Control Head that the Start/Stop System is in standby and reads "Auto Stop Standby". See Figure 1 for an example of the message displayed in the **-KX2-** Instrument Cluster. This Tech Tip also includes an operational description of the Start/Stop system.



Figure 1: Message example

## Service

Road test the vehicle and check the operation of the Start/Stop system:

1. If the Start/Stop system is not operational, check the vehicle for any faults, warning lights, low battery charge level, or other conditions that may affect the operation of the vehicle.
2. If the customer's only concern is that the message is displayed in the cluster/infotainment and the start/stop system is operational, advise the customer that this message is only to inform the vehicle operator that the Start/Stop system is in standby mode and does not indicate a malfunction. No repair attempts should be performed.

### Operational Description of the Start/Stop System:

Switching the Start/Stop system ON:

The Start/Stop System function is automatically switched ON every time the ignition is switched ON. The **-KX2-** Instrument Cluster display shows current status information. Depending on equipment, additional Start/Stop status information may be displayed in the **-J794-** Information Electronics Control Module 1 / **-J685-** Front Information Display Control Head. Press the Function Key on the screen in the Start/Stop menu.

### Requirements for the Engine to Automatically Switch OFF:

- The driver must be wearing their seat belt.
- The driver door must be closed.
- The engine hood must be closed.
- The engine must have reached minimum operating temperature.
- *For vehicles with Climatronic:* the temperature inside the vehicle must be within the pre-set temperature range and the humidity must not be too high.
- The windshield defrost function must not be switched ON.
- The vehicle battery must be sufficiently charged.
- The vehicle battery temperature must not be too low or too high.
- The vehicle must not be on a steep incline.



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- The vehicle must not be in reverse gear.
- Park Assist must not be active.
- The vehicle must not be in **off-road** mode.

**Requirements for the Engine to Automatically Restart:**

The engine may restart automatically under the following conditions:

- If the vehicle interior becomes very hot or very cold.
- If the vehicle rolls forward or backward.
- If the vehicle battery voltage lowers.
- If the steering wheel is moved.
- If additional pressure is applied to the brake pedal.



Tip:

In general, the engine automatically restarts when it is necessary for the vehicle in the current situation.

**Conditions that Require a Manual Engine Start:**

You must manually restart the engine under the following conditions:

- When the driver door is open.
- When the engine hood is open.
- The driver safety belt is unbuckled.

**Manually Deactivating and Activating the Start-Stop System:**

- Press the Start/Stop button → (see figure below) to deactivate the system.  
If Start/Stop has been deactivated, the indicator light in the button comes on.
- Press the Start/Stop button → (see figure below) again to reactivate the system.

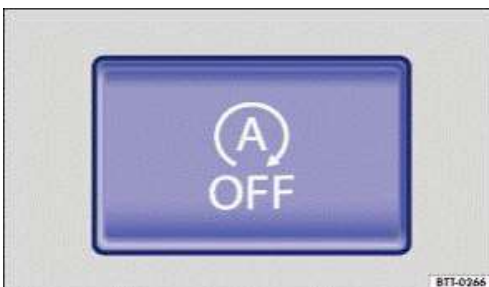


Figure 2: Start/Stop Switch/Indicator



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## **Additional Information**

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