

Technical Service Bulletin



PSS 48 Power steering feels notchy


48 13 42 2033044/4 April 5, 2013. Supersedes Technical Service Bulletin Group 48 number 13-39 dated March 18, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 / S4	2013	000001 - 999999	Not applicable
A5 / S5	2013	000001 - 999999	Not applicable
A5 Cab / S5 Cab	2013	000001 - 999999	Not applicable
A6 / S6	2012 - 2013	000001 - 999999	Not applicable
A7 / S7	2012 - 2013	000001 - 999999	Not applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (Corrected bulletin display issue in Elsa for allroad)
3	3/18/2013	Revised header data
2	3/18/2013	Revised header data
1	02/21/2013	Initial publication

- The customer states they have a comfort concern about the steering system. The steering works correctly but intermittently feels notchy.
- There is no loss of steering functionality.
- The concern may be more apparent in colder weather, and may improve with warmth or an ignition key cycle.
- No DTC is stored and no warning appears in the cluster.

 **Tip:** This PSS TSB applies only to the comfort concern described in the condition of this PSS TSB. Please refer to the attached Information and Q&A document for guidance when handling each case.

Technical Background

A solution is in development and will be made available as soon as possible.

The steering wheel is mechanically linked to the wheels of the vehicle, and there is no loss of steering functionality.

Refer to the attached Information and Q&A document for guidance when handling each case.

Production Solution

Open.

Service

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application via the hyperlink in Accessaudi.com (Figure 1) or Technical Assistance page in Elsa (Figure 2).

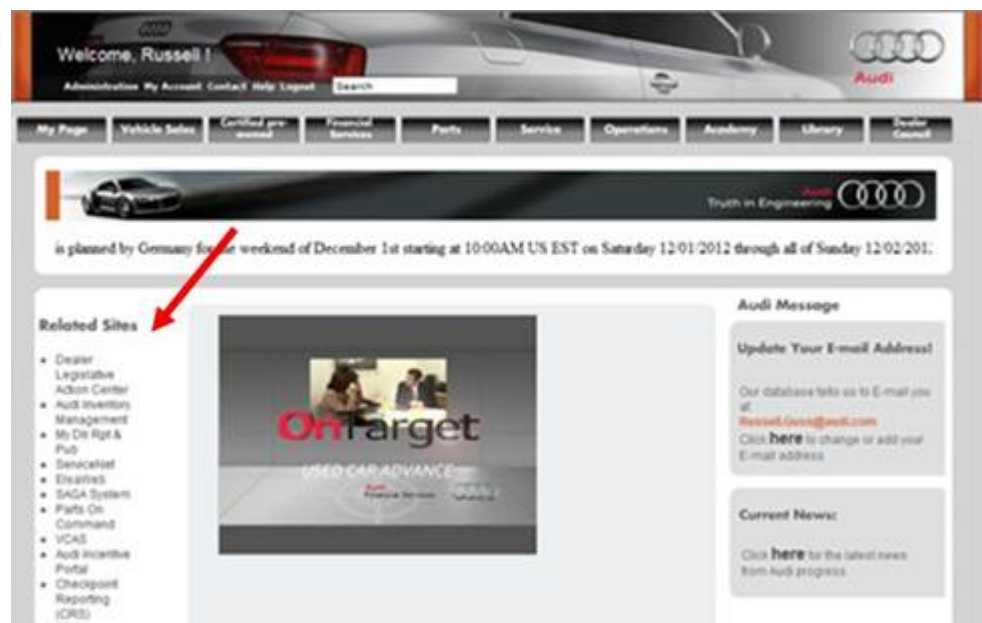


Figure 1. Related Sites section on Accessaudi.com landing page

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The screenshot displays a web interface for technical assistance. It features three main sections for ticket status: "Open Tickets", "Escalated Tickets", and "Critical Alert Tickets". Each section has a header with columns for "Access Code", "Case Number", "VIN", "Model", "Model Year", and "Status". Below each header, the text "There are no open/escalated/critical alert tickets" is displayed. A search bar with "CreditTicket" and "AUDI Search" buttons is present. A red note states "* VIN is not populated". At the bottom left, a "Hour of Operations" box lists: "Monday thru Friday 8:30 AM to 7:00 PM ET", "Team meeting every Monday", and "1:00 PM to 2:30 PM ET". At the bottom right, a box contains the text "Follow the link below to Pending Service Solutions" and a blue link labeled "Pending Service Solutions".

Figure 2. Technical Assistance page

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

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

Notchy steering information and Q & A

Information

This document is intended to assist when handling cases of notchy steering feel, including determining whether to attempt a repair or create a PSS entry. Please handle each case individually.

Refer to the Q & A below for more detail about the notchy steering feel. Analysis of vehicles and parts shows the notchy feel is only a comfort concern. However, any conversation about the steering system can be sensitive, and the customer's confidence in the vehicle is the most important factor when determining how to handle each case.

If the customer understands the notchy feel is only a comfort concern, create a PSS entry. Per the normal PSS process, the customer will be contacted when a solution is available. All vehicles with this concern will receive a solution as soon as one is available.

However, if the customer perceives the notchy feel is not a comfort concern or is unsure, please contact Technical Assistance to proceed with full diagnosis.

Q & A

Q: What's causing the notchy steering feel?

A: The concern involves the assist portion of the steering system. Root cause analysis is in process. Resolving the concern and providing a solution is at the highest level of priority. Audi is actively seeking a solution.

Q: What is meant by the term "comfort concern"?

A: The assist portion of the steering is self-monitored and cannot overtake the driver's input via the steering wheel. The driver's input at the steering wheel always mechanically controls the steering system. As shown in the Owner's Manual, drivers are alerted of steering system faults via symbols and messages in the instrument cluster.

Q: When will a solution be available?

A: Resolving the concern and providing a solution is at Audi's highest level of priority. A solution will be made available as soon as possible.