

40 Rattling/engine noises in passenger compartment

40 13 36 2035358/1 September 26, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2009 - 2014	All	Not Applicable

Condition

The customer complains that rattling or engine noise can be heard in the passenger compartment.

Technical Background

The plastic sleeve of the intermediate steering shaft can slip towards the universal joint (mounting of the power steering rack), causing rattling or engine noise that can be heard in the passenger compartment.

Production Solution

Improved production process.

Service

1. Check if the plastic sleeve is correctly fitted. If the plastic sleeve can be pulled down by hand, it is not correctly fitted (Figure 1).

Correctly-fitted sleeves are flush with the metal pipe (Figure 2).

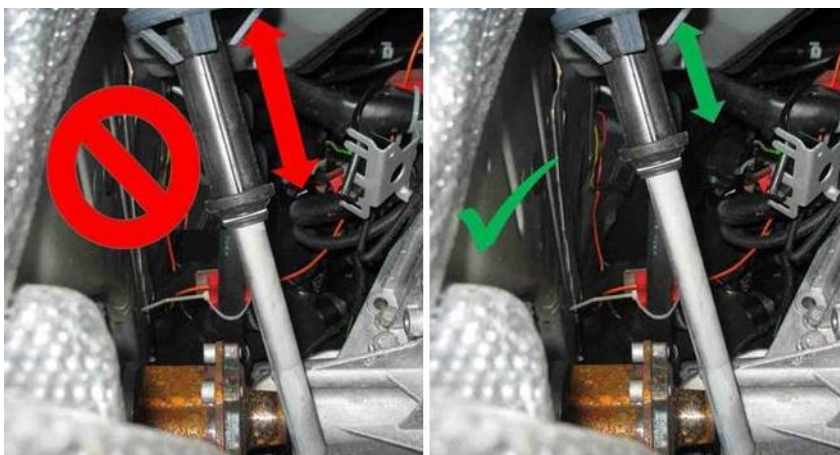


Figure 1. An incorrectly-fitted plastic sleeve (left) can be pulled down by hand. A correctly-fitted plastic sleeve (right) will stay in place when pulled.



Figure 2. A correctly-fitted sleeve that is flush with the metal pipe. (The cap has been removed for this picture.)

2. If the plastic sleeve can be pulled down by hand, replace the intermediate steering shaft according to the repair manual instructions in Elsa.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4816		
Damage Code:	0018		
Labor Operations:	Check lower steering column	4816 0199	10 TU
	Steering column lower remove and install	4816 1900	50 TU
Diagnostic Time:	GFF	No allowance	00 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 #2035358/1		

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.

Technical Service Bulletin



Additional Information

All parts and service references provided in this TSB (2035358) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.