

Technical Service Bulletin



44 Steering wheel vibration and/or oscillation at low mileage - Repair Authorization

44 13 43 2030194/3 November 1, 2013. Supersedes Technical Service Bulletin Group 44 number 13-41 dated September 26, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, Q7	2014	All	Not applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised Service (Added step)
2	09/26/2013	Revised header data (Updated vehicles)
1	07/23/2012	Initial publication

- Complaints of steering wheel vibration and/or steering wheel oscillation at a speed range of 55 - 80 mph (88 – 128 km/h), on vehicles with very low mileage or at PDI.
- The condition does not result in any handling concerns or loss of vehicle control.
- Vehicles have original factory-installed wheels and tires.
- Affected vehicles include:
 - MY 2014 Q7 with the 21" wheel package.
 - MY 2014 A4 with 245/40R18 wheel/tire combination.

Technical Background

Tire pressures on Audi vehicles are set to specified values in order to prevent flat spotting during the transportation process from various Audi plants to United States ports.

To closely monitor complaints of tire-related vibration at very low mileage, we are asking that you contact the Audi Technical Assistance Center (TAC) before performing any repairs on vehicles with this condition. This will assist us in diagnosing any potential issues with the condition noted above.

Production Solution

Not applicable.

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Service

1. Verify that the complaint matches the condition described at the top of this TSB. Complaints *not* related to the condition described in this TSB *do not* require TAC authorization.

Exclude vehicles if the following criteria are true:

- Any wheel or tire has been repaired (patches, plugs, rim repairs)
 - Tires have damage (nails, gouges, large cuts)
 - Wheels have damage (bent, gouges, cracks)
 - Tires have been replaced
2. Verify the wheel/tire combination of the vehicle. If the wheel/tire combination does not match the criteria above, this TSB does not apply and no authorization is required.
 3. Create a ticket using the TAC system in ElsaWeb and complete the Chassis Vibration Check Sheet *before* calling (Figure 1). Do *not* perform any repairs (balancing, force match, etc.).

The screenshot shows a web interface for attaching files. At the top, there is a header labeled "Attachments". Below this, there are two buttons: "Attach Another File" and "Help". Underneath, there is a section for "Attachment Type" with a dropdown menu currently set to "(select)". To the right of this is a "File:" label and a "Browse..." button. Below the "Attachment Type" dropdown, there is a text input field labeled "Enter required worksheet information". A dropdown menu is open, showing a list of worksheet options: "Select a worksheet", "Select a worksheet", "Q7 Vibration Diagnostic Work Sheet", "2009 A6 TPM-II Test Sheet", "A4/A5/Q5 Tire diagnostic form", "Chassis Vibration Check Sheet (C)", and "Q7 Vibration Diagnostic Work Sheet". The "Chassis Vibration Check Sheet (C)" option is highlighted in blue. To the right of the dropdown menu is an "Edit" button. At the bottom of the form, there are two buttons: "Submit" and "Cancel".

Figure 1. Select Chassis Vibration Check Sheet.

4. Print the road force documents from the balancer machine and attach to the TAC ticket.

Warranty

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

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2022563: *Steering wheel shimmy, vibration, and/or oscillation* (Only refer to the diagnosis section of this TSB. DO NOT repair the vehicle.)

All parts and service references provided in this TSB (2030194) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.