

# Technical Service Bulletin



## 44 Model Year 2013 & 2014 Alignment - Repair Authorization

44 14 47 2030275/7 January 21, 2014. Supersedes Technical Service Bulletin Group 44 number 13-39 dated July 12, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2013 - 2014	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised <i>Service</i> (Updated authorization instructions)
6	10/25/2013	Revised header data (added model year)
5	2/25/2013	Revised <i>Condition</i> (changed mileage from 500 to 6000)
4	11/13/2012	Revised <i>Condition</i> (removed extra image) Revised <i>Service</i> (clarified information about sending in documents)
3	8/10/2012	Revised header data (Updated to fix ElsaWeb error)
2	7/30/2012	Republished to fix ElsaWeb error
1	7/23/2012	Original publication

One or both of the following conditions are present in vehicles with fewer than 6000 miles:

- Vehicle pulls (left or right).
- Steering wheel is not level or is off-center (Figure 1).

These conditions may be noticed during PDI.



**Figure 1.** Steering wheel not leveled (off-center)



**Tip:** If the condition is due to outside influence (such as an accident), this TSB does not apply.

# Technical Service Bulletin



## Technical Background

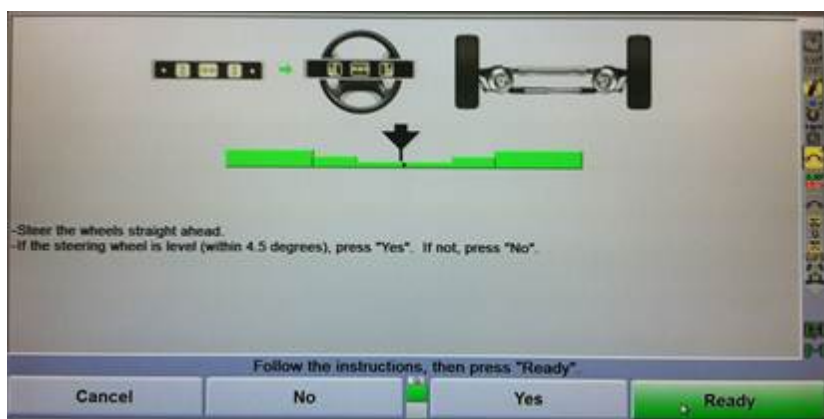
In an effort to gain information on this condition, Audi of America is asking you to contact the Audi Technical Assistance Center (TAC) before you perform any repairs.

## Production Solution

Not applicable.

## Service

1. Before performing any repairs:
  - a. Verify concern with a test drive.
  - b. Ensure that the vehicle has less than 6000 miles.
  - c. Contact TAC.
2. After contacting TAC, place the vehicle on the alignment rack and perform the compensation procedure.
3. During the alignment step at which the steering gear center position is checked, perform the following:
  - a. Point the front wheels in a straight-ahead position according to the display on the alignment machine (Figure 2). Disregard the level of the steering wheel at this point.



**Figure 2.** Screen shot illustrating the point at which the front wheels must be positioned straight ahead. Screen may vary based on the brand of alignment machine used.

- b. Check if the steering wheel is level. If the steering wheel is not level (is off-center) by any degree, take a photo of the steering wheel (Figure 3).



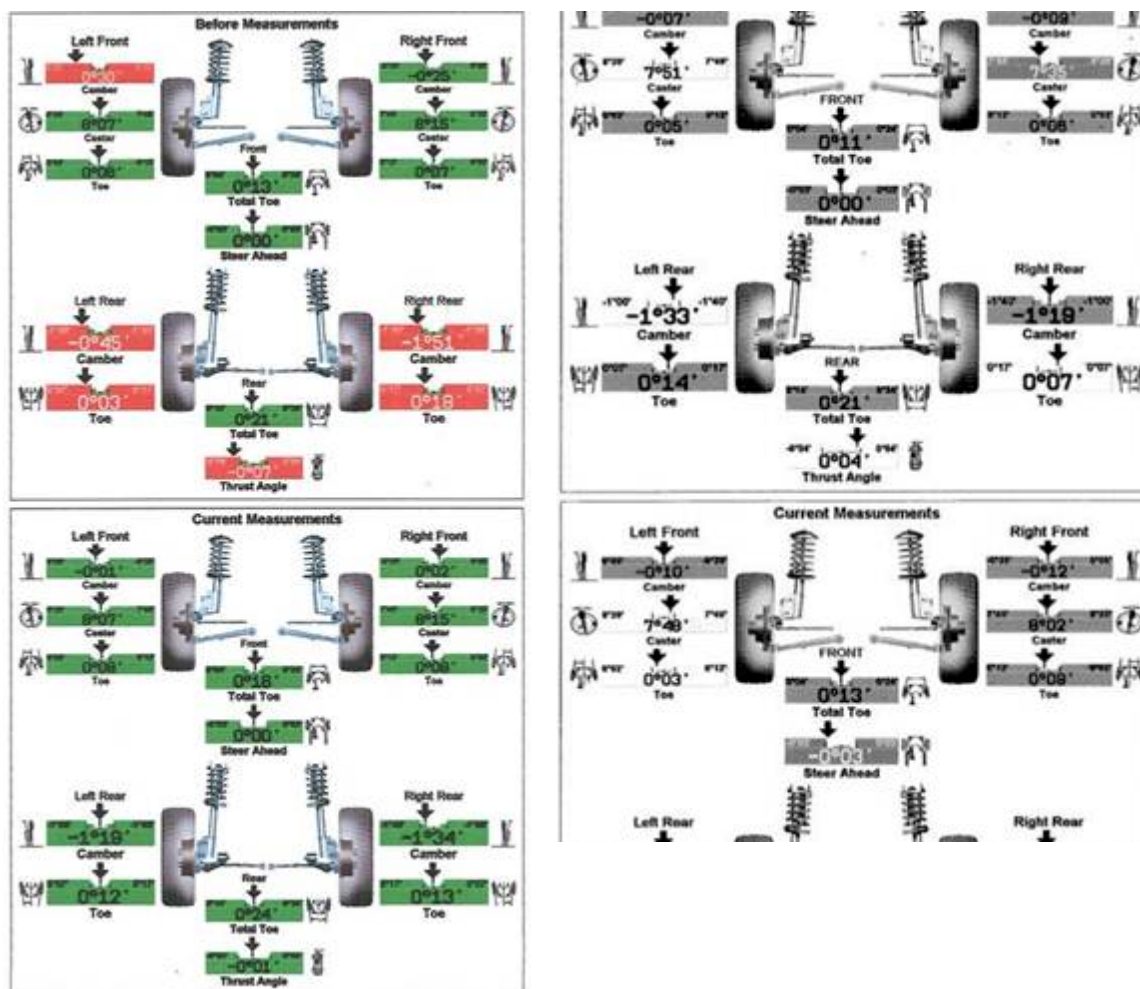
**Figure 3.** Example of a steering wheel that is not level.

4. Continue with alignment procedure and adjust as necessary.
5. Email a scanned copy of the before *and* after alignment measurements along with a photo of the steering wheel (only if not level) to **alignment@audi.com**. If you are not able to email these documents, attach them to the TACS ticket.
  - a. The email must include the following information:
    - VIN
    - Repair Order number or claim ID
    - Mileage (from Repair Order)
    - Dealer Code
  - b. Photo of the steering wheel should be a JPEG file and must clearly show how far the steering wheel is off-center.
  - c. The before and after alignment measurements must be a scanned copy of the original in either PDF or JPEG format. Do *not* fax or send a photocopy of the documents. See the following examples of acceptable and unacceptable copies (Figure 4 and Figure 5).

# Technical Service Bulletin



Examples of **acceptable** scanned copies with alignment values that are easy to read:



**Figure 4.** Examples of acceptable copies.

Examples of **unacceptable** copies with alignment values that are missing or are difficult to see.

# Technical Service Bulletin

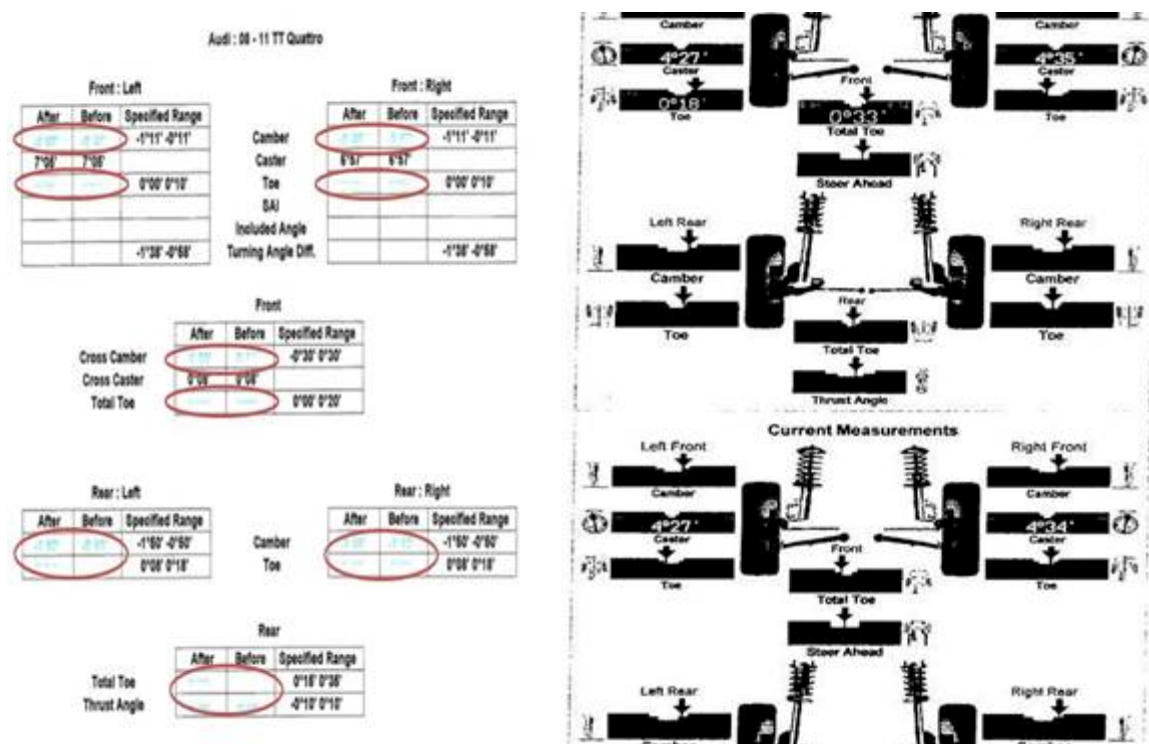


Figure 5. Examples of unacceptable copies.

## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	4490		
<b>Damage Code:</b>	0011		
<b>Labor Operations:</b>	Use appropriate SRTs from ElsaWeb based on the alignment steps performed.	XXXX XXXX	XX TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2030275/6		

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 (2030275) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.