

Technical Service Bulletin



48 Creaking or squeaking noises from steering column (sealing boot)

48 14 57 2034351/3 January 29, 2014. Supersedes Technical Service Bulletin Group 48 number 13-47 dated August 2, 2013 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---|-------------|-----------|----------------------------|
| A4 / S4 | 2009 - 2013 | All | Not Applicable |
| A5 / S5 / RS5 | 2010 - 2013 | All | Not Applicable |
| A5 Cabriolet / S5 Cabriolet / RS5 Cabriolet | 2010 - 2013 | All | Not Applicable |
| Q5 | 2009 - 2013 | All | Not Applicable |
| A6 | 2012 - 2014 | All | Not Applicable |
| A7 | 2012 - 2014 | All | Not Applicable |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 3 | - | Revised header data (model code correction) Revised <i>Service</i> (Added note) |
| 2 | 8/02/2013 | Revised header data (model code correction) |
| 1 | 07/10/2013 | Initial publication |

Customer may report hearing creaking or squeaking noise from the steering column when steering slowly (the noise can be duplicated while the vehicle is stationary if the steering wheel is turned slowly). The noise may get louder at higher temperatures or when the vehicle is driven for a longer period of time.

The noise comes from the sealing sleeve/steering column opening on the bulkhead. Listen to the attached audio file for example of the noise.

Technical Background

Insufficient lubrication of the intermediate steering shaft in the area of the sealing sleeve.

Production Solution

Not applicable.


Service

1. Check the correct fit of the sealing sleeve (Figure 1).



Figure 1. Sealing sleeve on the bulkhead.

2. Spray the intermediate steering shaft in the area of the bearing ring with special lubricant spray (**G 052172A2**). While spraying, turn the steering wheel side-to-side and adjust the steering column axially and vertically until the noise disappears.

 **Note:** Do not lubricate the u-joints of the steering shaft.

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Warranty

| | | | |
|--------------------------|--|--------------|-------|
| Claim Type: | Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 4855 | | |
| Damage Code: | 0020 | | |
| Labor Operations: | Grease modify sealing boot | 4855 4999 | 10 TU |
| Diagnostic Time: | GFF | No allowance | 0 TU |
| | Road test prior to service procedure | No allowance | 0 TU |
| | Road test after service procedure | No allowance | 0 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 #2034351/3 | | |

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.

Required Parts and Tools

| Part Number | Part Description | Quantity |
|-------------|-------------------|----------|
| G 052172A2 | Special lubricant | 0.1 |

Additional Information

All parts and service references provided in this TSB (2034351) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.