

Technical Service Bulletin



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

48 15 65 2034351/4 March 23, 2015. Supersedes Technical Service Bulletin Group 48 number 14-57 dated January 29, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2013	All	Not Applicable
A4	2014	N000001 - N004046 A000001 - A001135	Not Applicable
A5	2008 - 2013	All	Not Applicable
A5	2014	000001 - 002235	Not Applicable
A5 Cabriolet	2010 - 2013	All	Not Applicable
A5 Cabriolet	2010 - 2013	000001 - 000700	Not Applicable
A6, A7	2012 - 2013	All	Not Applicable
A6, A7	2014	000001 - 108214	Not Applicable
Q5	2009 - 2013	All	Not Applicable
Q5	2014	000001 - 075941	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (Updated model years and VIN ranges) Revised <i>Condition</i> (Updated sound file) Revised <i>Service</i> (Added step) Revised <i>Warranty</i> (Added information for steering shaft replacement) Revised <i>Required Parts and Tools</i> (Added information for steering shaft replacement; updated part number)
3	01/29/2014	Revised header data (Model code correction) Revised <i>Service</i> (Added note)
2	8/02/2013	Revised header data (Model code correction)

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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. For an example of the noise, listen to the audio file at <https://audi-external.kzoplatform.com:443/swf/player/304> (Figure 1).



Figure 1. QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.

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.

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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.

3. If the noise persists, replace the intermediate steering shaft.

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 and modify sealing boot	4855 4999	10 TU
	Steering shaft replacement (Only if noise not eliminated with steps 1 and 2 under <i>Service</i>)	See Elsa	See Elsa
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 #2034351/4		

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 052172M2	Special lubricant	0.1
See ETKA	Steering shaft	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.