

# Technical Service Bulletin



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

48 15 66 2034351/5 July 30, 2015. Supersedes Technical Service Bulletin Group 48 number 15-65 dated March 23, 2015 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	2010 - 2013	All	Not Applicable
A5	2014	A000001 - A002235	Not Applicable
A5 Cabriolet	2010 - 2013	All	Not Applicable
A5 Cabriolet	2010 - 2013	N000001 - N000700	Not Applicable
Q5	2009 - 2014	All	Not Applicable
Q5	2015	A000001 – A127524	Not Applicable
A6	2012 - 2014	All	Not Applicable
A6	2014	000001 - 108214	Not Applicable
A7	2012 - 2013	All	Not Applicable
A7	2014	000001 - 108214	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header data (Updated model years and VIN ranges) Revised <i>Service</i> (Added photo) Revised <i>Warranty</i> (Updated Service Number and TU)
4	3/23/2015	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)

# Technical Service Bulletin



		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)

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 and Figure 2).




*Figure 1. B8 sealing sleeve on the bulkhead.*



*Figure 2. C7 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.

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

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## 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>	4816		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Check and modify sealing boot	4816 4999	30 TU
	Steering shaft replacement (Only if noise not eliminated with steps 1 and 2 under <i>Service</i> )	See Elsa	See Elsa
<b>Diagnostic Time:</b>	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)		
<b>Claim Comment:</b>	As per TSB #2034351/5		

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 (Only if noise not eliminated with steps 1 and 2 under <i>Service</i> )	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.