



# Technical Service Bulletin

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## 44 Tire wear, Goodyear Eagle 285/45 R20 All Season

44 20 74 2048563/3 March 6, 2020. Supersedes Technical Service Bulletin Group 44 number 17-67 dated October 24, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2021	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added model years)
2	10/20/2017	Revised <i>Warranty</i> (Added Diagnostic time)
1	08/17/2017	Initial publication

### Customer states:

- The tire has abnormal wear on the outer edges.
- The tire pressure and the alignment are according to specifications.

## Technical Background

High ambient temperatures in connection with rough roads lead to increase wear only on the outer edges of the tire.

The following photograph shows an irregularity on the outer side and on the inner side of the tire (Figure 1). For this specific type of concern the tire must be replaced.



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**Figure 1.** Irregularity on the outer side and on the inner side of the tire.

The following photograph shows a normal condition and the tire cannot be replaced (Figure 2).



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**Figure 2.** Normal condition.

## Production Solution

Not applicable.



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## Service

If:

- The remaining tread depth is above 6.5mm (8/32<sup>nds</sup>”).
- Wear on outer/inner edges is the same as Figure 1, then proceed as follows:
  1. Replace all 4 tires with:
    - *Pirelli Scorpion Verde 285/45 R20 112 H XL AOE.*
  2. Upload pictures of the tires to DOC-IT for claim validation (4 pictures: one for each tire with visible marks FL, FR, RL, and RR).
  3. Submit tires through Warranty Claim Portal on Dealer Tire website >> Workmanship and Materials >> tearing of tread.
  4. If tires are similar to Figure 2, do not replace the tires and proceed with tire rotation.



**Tip:** Perform the repair only if the Customer concern is clearly confirmed, otherwise the claim will be debited.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 12 Months/12,000 Miles.</li> <li>• If vehicle is outside any warranty this Technical Bulletin is information only.</li> </ul>		
<b>Service Number:</b>	4440		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Check tread depth and wear on all tires (upload pictures to DOC-IT)	4440 9999	25 TU
	Remove 2 front wheels + tires	4405 2000	See SRT
	Remove 2 rear wheels + tires	4405 2000	See SRT
	Replace 2 front tires	4440 5650	See SRT
	Replace 2 rear tires	4440 5650	See SRT
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU



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	Road test after service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB #2048563/3		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
DT2398500 (Contact Dealer Tire)	Pirelli Scorpion Verde 285/45 R20 112 H XL AOE	04 (If necessary)
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

## Additional Information

All parts and service references provided in this TSB (2048563) are subject to change and/or removal.

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