



Technical Service Bulletin

48 Intermediate steering shaft boot is not properly sealing the engine exhaust noises

48 20 89 2059704/2 September 2, 2020. Supersedes Technical Service Bulletin Group 48 number 20-88 dated June 8, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2018	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Add GFF time)
1	06/08/2020	Initial publication

Customer states:

- Exhaust noises enter into the cabin of the vehicle.
- The noises are coming from the front end when accelerating.

Workshop findings:

- The rubber boot from the intermediate steering shaft is not properly sealing the firewall.

Technical Background

Not applicable.

Production Solution

Not applicable.



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Service

To diagnose proceed as follows:

1. From inside the vehicle place a shop rag/towel around the intermediate steering shaft in the area where it passes through the boot, also covering the entire boot (Figure 1).

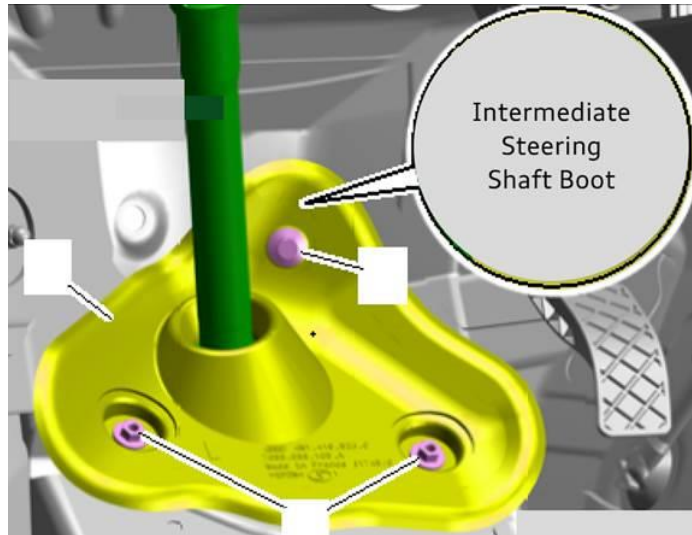


Figure 1. Intermediate steering shaft boot.

2. If the noise is reduced or is no longer present, the intermediate steering shaft should be replaced according to Elsa at Repair Manual, Elsa at Repair Manual, *Chassis >> Suspension, Wheels, Steering >> 48 Steering >> Steering Column >> Steering Intermediate Shaft; Removing and Installing.*
3. If the noise is unchanged, continue with normal diagnosis including inspecting for other body sealing issues (e.g. loose or missing harness grommet).

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4816		
Damage Code:	0020		
Labor Operations:	Steering column (lower) remove and reinstall	4816 1900	See SRT with associated operations



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Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2059704/2		

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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Intermediate Steering Shaft	01

Additional Information

All parts and service references provided in this TSB (2059704) are subject to change and/or removal.

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