



Technical Service Bulletin

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

44 20 78 2048563/5 October 9, 2020. Supersedes Technical Service Bulletin Group 44 number 20-77 dated August 4, 2020 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Service</i> (Update procedure) Revised <i>Required Parts and Tools</i> (Updated Part Number)
4	08/04/2020	Revised <i>Required Parts and Tools</i> (Updated Part Number)
3	03/06/2020	Revised <i>header</i> (Added model years)

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 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.



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



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Figure 2 shows a normal condition and the tire cannot be replaced for this concern.



Figure 2. Normal condition.

Production Solution

Not applicable.

Service

If:

- The remaining tread depth is above 6.5mm (8/32^{nds}“).
- Wear on outer/inner edges is the same as Figure 1, then proceed as follows:

1. Replace all 4 tires with:
 - Goodyear Eagle Sport All Season AOE 285/45R20 (109096395).

Companion Tires:

If the Audi Q7 is found to have tires with an adjustable tread flaking condition and the companion tires would need to be replaced, call Goodyear's Customer Assistance Center at 1-800-321-2136 to get a concession approval number to replace the other tires.

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).



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3. Submit tires through Warranty Claim Portal on the 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

Claim Type:	<ul style="list-style-type: none"> • 110 up to 12 Months/12,000 Miles. • If the vehicle is outside any warranty this Technical Bulletin is information only. 		
Service Number:	4440		
Damage Code:	0010		
Labor Operations:	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 with associated operations
	Remove 2 rear wheels + tires	4405 2000	See SRT with associated operations
	Replace 2 front tires	4440 5650	See SRT with associated operations
	Replace 2 rear tires	4440 5650	See SRT with associated operations
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2048563/5		



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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
109096395 (Contact Dealer Tire)	Goodyear Eagle Sport All Season AOE 285/45R20	04
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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