



Technical Service Bulletin

48 Steering column clicks when it is adjusted vertically

48 21 11 2064535/1 September 16, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q8	2019 - 2022	All	Not Applicable
Q7, SQ7	2017 - 2022	All	Not Applicable
SQ8, RS Q8	2020 - 2022	All	Not Applicable

Condition

Customer states:

- There are noises when adjusting the steering column vertically (clicking noise).

Workshop findings:

- Noises can be reproduced.
- The noise comes from the lower pin/hinge area of the steering column (Figure 1).

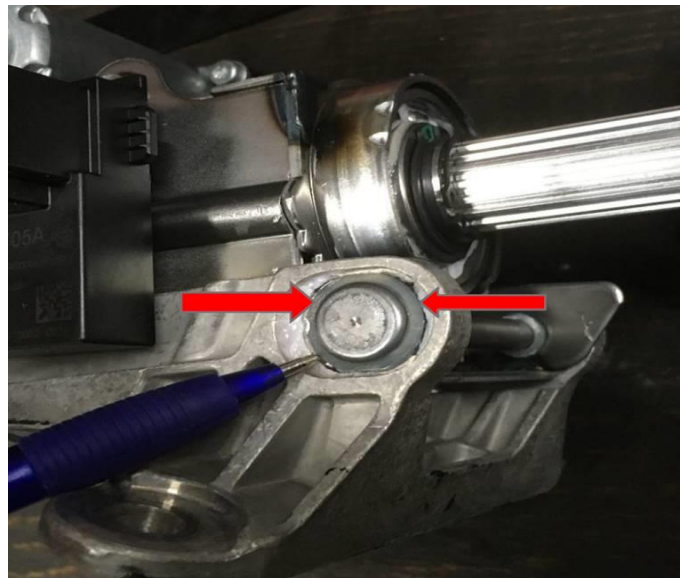


Figure 1. Lower pin/hinge – Steering column.

Technical Background

Steering column was assembled under tension.



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Production Solution

Not applicable.

Service

Replace the bolts marked in the (Figure 2) according to the instructions in Elsa at Repair Manual, *Chassis >> 48 Steering >> Steering Column*.



Note:

- It is crucial to follow the tightening sequence and torque specification exactly.
- Use new bolts only.

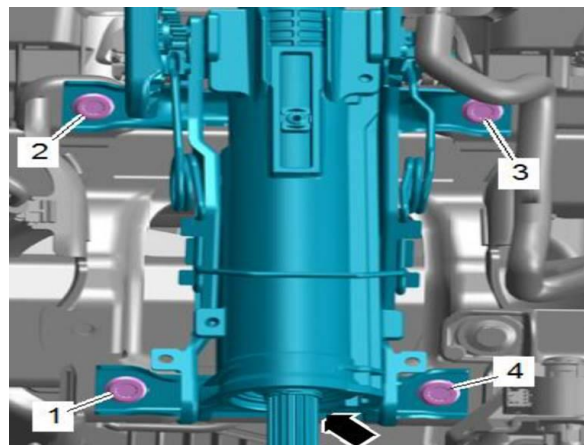


Figure 2. Steering column bolts.

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:	4818		
Damage Code:	0020		
Labor Operations:	Replace the steering column bolts	4814 0999	50 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU



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	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2064535/1		

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

Additional Information

More information on this system can be found in the following resources:

- Elsa: Chassis >> 48 Steering >> Steering Column.

All part and service references provided in this TSB (2064535) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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