



Technical Service Bulletin

66 Grinding noise heard with steering wheel turned to full lock

66 21 80 2062700/2 December 8, 2021. Supersedes Technical Service Bulletin Group 66 number 21-70 dated March 25, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019 - 2020	All	Not Applicable
Audi e-tron quattro	2021	000001 - 027386	Not Applicable
Audi e-tron sportback quattro	2020	All	Not Applicable
Audi e-tron sportback quattro	2021	000001 - 027386	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Change repair instruction to replace both wheel housing liners) Revised <i>Warranty</i> (Remove SRT for single wheel housing liner replacement) Revised <i>Required Parts and Tools</i> (Remove and/or statement)
1	03/25/2021	Initial publication

Customer states:

- When they turn the steering wheel to full lock and the vehicle is moved a rubbing sound is heard in the front wheels.

Technical Background



Technical Service Bulletin

The front wheel housing liner backing can weaken and 'sag' into the path of a rotating front tire when the wheels are turned to full lock. The noise disappears when the steering angle is straightened (Figures 1 - 2).



Figure 1. Front tire making contact with the wheel housing liner.



Technical Service Bulletin



Figure 2. Front tire making contact with the wheel housing liner.

Production Solution

An improvement to the shape of the front wheel housing liner, specifically in an area prone to develop a 'sag' characteristic, has been implemented in production.

Service

If this symptom is duplicated and one or both front wheel housing liners are found to interfere with the tire causing the noise replace both the right and left front wheel housing liners with part numbers:



Technical Service Bulletin

- 4KE 821 171 C Left front wheel housing liner.
- 4KE 821 172 C Right front wheel housing liner.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6616		
Damage Code:	0020		
Labor Operations:	Front wheel housing liners remove and reinstall	6616 2000	See SRT with associated operations
Diagnostic Time:	GFF	No allowance	0 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 #2062700/2		

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

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
4KE821171C	Left front wheel housing liner	01
4KE821172C	Right front wheel housing liner	01



Technical Service Bulletin

Additional Information

All parts and service references provided in this TSB (2062700) are subject to change and/or removal.

©2021 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.