

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 Service (Change repair instruction to replace both wheel housing liners)		
		Revised Warranty (Remove SRT for single wheel housing liner replacement)		
		Revised Required Parts and Tools (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



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).

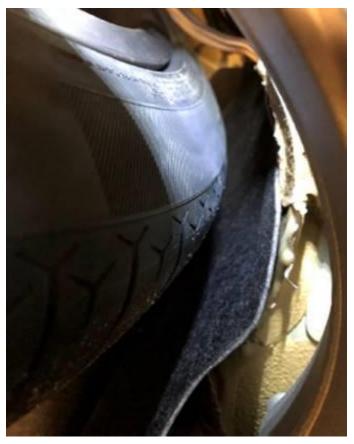


Figure 1. Front tire making contact with the wheel housing liner.





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:



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

Warranty

Claim Type:	 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



Additional Information

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

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