



Technical Service Bulletin

48 Visual complaint - chrome trim coming off steering wheel

48 24 59 2072569/1 January 4, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, and A7	2019	All	Not Applicable

Condition

Customer states:

- Chrome trim comes off the steering wheel, resulting in a visual complaint (Figure 1).

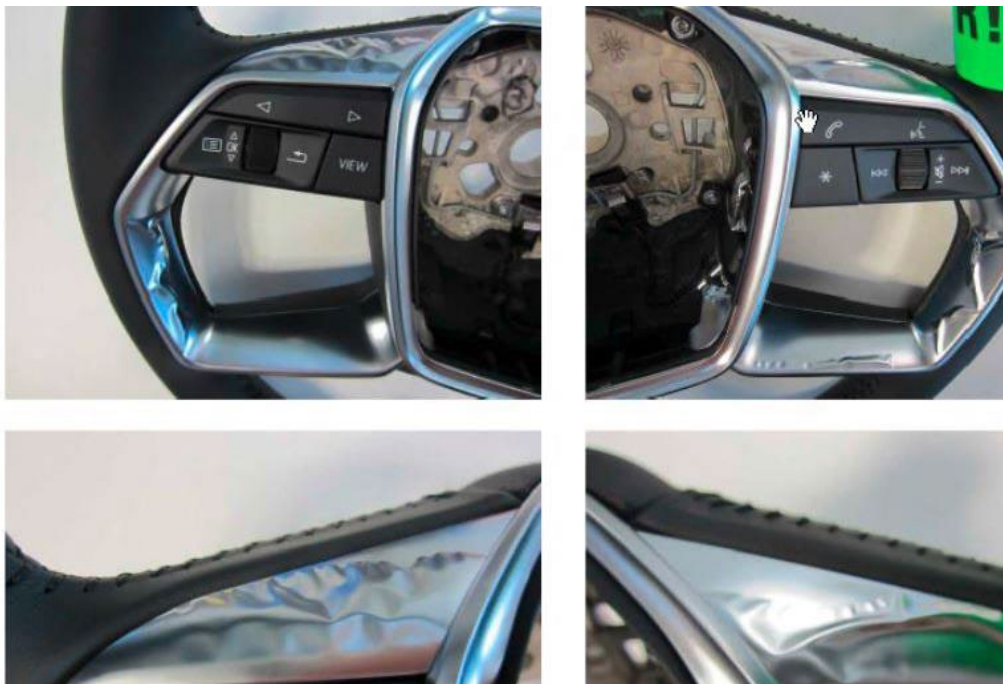


Figure 1: Examples of chrome trim peeling or wrinkling.

Technical Background

Discrepancies in the production process at the supplier.

Production Solution

Gradual implementation across model lines.



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Service

The complaint is not primarily caused by improper handling or cleaning.

If the steering wheel has no other damage that indicates the customer is at fault, replace the steering wheel under warranty.

Please upload suitable photos of the damage to DOC-IT with the respective VIN number.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 Up to 48 Months/50,000 Miles.• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4810		
Damage Code:	0030		
Labor Operations:	Remove and install steering wheel	4810 1900	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2072569/1		

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
See ETKA	Steering wheel	01



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Additional Information

All parts and service references provided in this TSB (2072569) are subject to change and/or removal.

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