

Technical Service Bulletin

Topic	48 General information on flashing procedure (vibrating steering wheel)
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2076547/1
Level	EH
Status	Released for publishing
Release date	Feb 5, 2025

New customer code

Object of complaint	Complaint type	Position
vehicle service -> vehicle diagnosis -> Guided Fault Finding (GFF)	control modules, services -> with fault stored in the DTC memory	
chassis -> steering, steering assist	component, automotive fluids	
chassis -> steering, steering assist	functionality	
chassis -> steering, steering assist -> electromechanical power steering	functionality -> operation sequence incorrect	

New workshop code

Object of complaint	Complaint type	Position
vehicle service -> IT systems -> SVM (Software Version Management)	control modules, services -> software faulty	
vehicle service -> IT systems -> SVM (Software Version Management)	control modules, services -> software version incorrect	
chassis -> steering -> power steering control module	control modules, services -> software faulty	
chassis -> steering -> power steering control module	control modules, services -> software version incorrect	
vehicle service -> inspection, maintenance -> field analysis	service: process -> without complaint confirmation	

Vehicle data

Q6 e-tron, and SQ6 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GF*	2025	A		*	*	*


A5, and S5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FU*	2025	A		*	*	*

Documents

Document name
master.xml

 Connection offline

Technical Service Bulletin

Transaction No.: **2076547/1**

48 General information on flashing procedure (vibrating steering wheel)

Release date: Feb 5, 2025

Condition

Customer states:

There is no specific complaint; the vehicle is in the workshop for a software update/repair work.

Workshop findings:

A software update / service package / commissioning for the **main control unit for drive system and suspension** (J1312, diagnostic address: 812C) is being performed.

Technical Background

Service software update.

Production Solution

Not applicable.

Service

The steering wheel may vibrate when a software update is being performed (new display concept); refer to **Audi Knowledge Tank** documents for SOST October 2024.

When performing a software update / service package / commissioning, the **main control unit for drive system and suspension** (J1312, diagnostic address: 812C) is updated; during the flashing procedure the steering wheel vibrates for **max. 10 minutes**.

In isolated cases, the flashing procedure may come to a stop, with the vibrations lasting longer as a result. This may cause mechanical damage to the steering rack in rare cases.

If you suspect that the flashing procedure has come to a stop (steering wheel vibrates for longer than 20 minutes), perform a terminal 30 reset and then start the update/commissioning again.

Then assess the steering noise level (rattling noises) **after** the update/commissioning as follows:

- Vehicle standing on its wheels
- Selector lever in position P
- No 12V onboard supply faults
- Turn the steering wheel 90 degrees clockwise/anticlockwise with a steering-angle speed of max. 360 degrees/second.

If there are loud rattling noises from the steering after the update/commissioning, the steering must be replaced. You can review an example video clip by scanning the QR Code below (Figure 1) or by visiting <https://audi-external.kzoplatform.com/player/medium/2934387665056831383>.



Figure 1. Please scan the QR Code to view an example video clip.

Document the steering replacement in TAC and attach a video file of the complaint to the TAC ticket.



Note: Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor and gearbox code, PR number(s), part number, software version, code etc.) apply exactly. Otherwise, this solution will not eliminate the problem, and repeat repairs may be necessary. In such a case, we may reject the warranty claim and charge back the cost of the parts.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4835		
Damage Code:	020		
Labor Operations:	Software update	0151 0010	Time stated on the diagnostic protocol
	Software update	0151 0060	Time stated on the diagnostic protocol
	Loosen and secure battery earth strap (if necessary)	9785 0999	40 TU
	Replace steering rack (electromechanical power steering) (if necessary)	4835 55xx	See SRT with associated operations
Claim Comment:	As per TSB 2076547/1		

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.

Additional Information

All parts and service references provided in this TSB (**2076547**) are subject to change and/or removal.

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