

# Technical Service Bulletin



## PSS 48 Power steering feels notchy

48 13 38 2033044/2 March 18, 2013. Supersedes Technical Service Bulletin Group 48 number 13-36 dated February 21, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 / S4	2013	000001 - 999999	Not applicable
A5 / S5	2013	000001 - 999999	Not applicable
A5 Cab / S5 Cab	2013	000001 - 999999	Not applicable
A6 / S6	2012 - 2013	000001 - 999999	Not applicable
A7 / S7	2012 - 2013	000001 - 999999	Not applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data
1	02/21/2013	Initial publication

- The customer states they have a comfort concern about the steering system. The steering works correctly but intermittently feels notchy.
- There is no loss of steering functionality.
- The concern may be more apparent in colder weather, and may improve with warmth or an ignition key cycle.
- No DTC is stored and no warning appears in the cluster.



**Tip:** This PSS TSB applies only to the comfort concern described in the condition of this PSS TSB. Please refer to the attached Information and Q&A document for guidance when handling each case.

## Technical Background

A solution is in development and will be made available as soon as possible.

The steering wheel is mechanically linked to the wheels of the vehicle, and there is no loss of steering functionality.

Refer to the attached Information and Q&A document for guidance when handling each case.

## Production Solution

Open.

## Service

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application via the hyperlink in Accessaudi.com (Figure 1) or Technical Assistance page in Elsa (Figure 2).

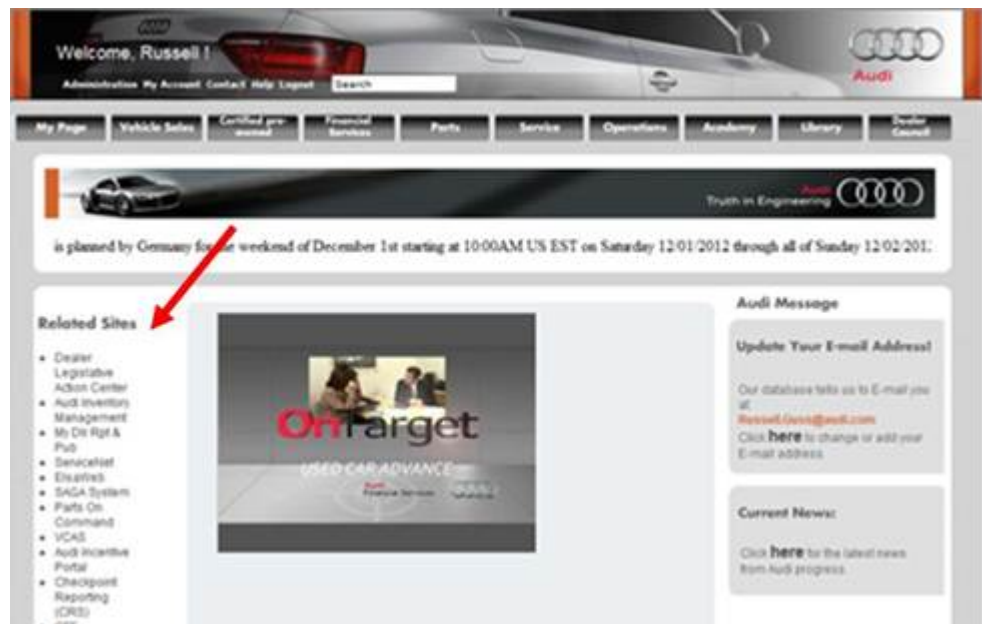


Figure 1. Related Sites section on Accessaudi.com landing page

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The screenshot displays a web interface for technical assistance. It features three sections for ticket status: "Open Tickets", "Escalated Tickets", and "Critical Alert Tickets". Each section has a header with columns for "Access Code", "Case Number", "VIN", "Model", "Model Year", and "Status". Below each header, it states "There are no open/escalated/critical alert tickets". Below the "Critical Alert Tickets" section, there is a "Create Ticket" button and an "AUDI Search" input field. A red error message reads "\* VIN is not populated". At the bottom left, a "Hour of Operations" box lists: "Monday thru Friday 8:30 AM to 7:00 PM ET", "Team meeting every Monday", and "6:00 PM to 2:00 PM ET". At the bottom right, a box contains the text "Follow the link below to Pending Service Solutions" and a blue link labeled "Pending Service Solutions".

Figure 2. Technical Assistance page

## Warranty

This TSB is informational only and not applicable to any Audi warranty.

## Additional Information

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.