



Technical Service Bulletin

48 Creaking or squeaking noises from steering column (sealing boot)

48 17 72 2034351/7 April 12, 2017. Supersedes Technical Service Bulletin Group 48 number 16-69 dated March 18, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2015	All	Not Applicable
A5	2008 - 2015	All	Not Applicable
A5 cabriolet	2010 - 2015	All	Not Applicable
A6, A7	2012 - 2014	All	Not Applicable
Q5	2009 - 2016	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised header data (Added model year for Q5)
6	03/18/2016	Revised header data (Updated model years and VIN ranges) Revised <i>Service</i> (Updated repair process) Revised <i>Warranty</i> (Updated Service Number and TU)
5	07/30/2015	Revised header data (Updated model years and VIN ranges) Revised <i>Service</i> (Added photo) Revised <i>Warranty</i> (Updated Service Number and TU)

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Customer may report hearing creaking or squeaking noise from the steering column when steering slowly (the noise can be duplicated while the vehicle is stationary if the steering wheel is turned slowly). The noise may get louder at higher temperatures or when the vehicle is driven for a longer period of time.

The noise comes from the sealing sleeve/steering column opening on the bulkhead. For an example of the noise, listen to the audio file at <https://audi-external.kzoplatform.com:443/swf/player/304> (Figure 1).



Figure 1. QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.

Technical Background

Insufficient lubrication of the intermediate steering shaft in the area of the sealing sleeve.

Production Solution

Not applicable.

Service

1. Check the sealing sleeve for proper installation and fit (Figure 1).

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- To eliminate the noise, loosen the upper bolted connection of the steering intermediate shaft and the steering column. Pull the intermediate steering shaft out about 4 in (10 cm) and spray the special lubricant spray (**G052172M2**) in the area of the bearing ring and the black plastic sleeve. Push it in and pull it out a few times to distribute the spray on the intermediate steering shaft.



Figure 1. Sealing sleeve on the bulkhead.

! Note:

Do not lubricate the u-joints of the steering shaft.

- Retighten the shaft with a new bolt on the steering column.
- If the noise persists, replace the intermediate steering shaft.

Warranty

Claim Type:	<ul style="list-style-type: none"> 110 up to 48 Months/50,000 Miles G10 for CPO Covered Vehicles – Verify Owner. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4816		
Damage Code:	0020		
Labor Operations:	Check and modify sealing boot	4816 4999	20 TU
	Shelf under dash panel remove + reinstall	6818 1900	See Elsa
	Steering shaft replacement (Only if noise not eliminated with steps 1 and 2 under <i>Service</i>)	See Elsa	See Elsa



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Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2034351/7		

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

Part Number	Part Description	Quantity
G 052172M2	Special lubricant	0.1
N 10518405	Cylinder head screw with torx head, self-locking M8x30 (intermediate shaft to upper steering column bolt)	1
See ETKA	Steering shaft (Only if noise not eliminated with steps 1 and 2 under <i>Service</i>)	1

Additional Information

All parts and service references provided in this TSB (2034351) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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