



Technical Service Bulletin

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

48 19 82 2034351/9 October 9, 2019. Supersedes Technical Service Bulletin Group 48 number 17-74 dated May 25, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4	2009 - 2015	All	Not Applicable
A5, S5	2008 - 2015	All	Not Applicable
A5 Cabriolet, S5 Cabriolet	2010 - 2015	All	Not Applicable
A6, A7	2012 - 2017	All	Not Applicable
Q5	2009 - 2017	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
9	-	Revised header (Added MY) Revised <i>Condition</i> (Updated URL) Revised <i>Warranty</i> (Updated Labor Operations)
8	05/25/2017	Revised header (Corrected ElsaPro display issue)
7	04/12/2017	Revised header (Added model year for Q5)

Customer states:

- They hear a 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.kzoplatfrom.com/player/medium/1323594103425865022?display=vid> (Figure 1).



Figure 1. QR code for viewing the video.



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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 2).
2. 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 2. The sealing sleeve on the bulkhead.



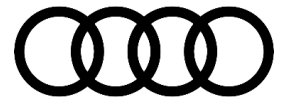
Note:

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

3. Retighten the shaft with a new bolt on the steering column.
4. 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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	4816



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Damage Code:	0020		
Labor Operations:	Check and modify the sealing boot	4816 4999	20 TU
	Shelf under dash panel remove + reinstall	6818 1900	See SRT
	Steering shaft replacement (Only if noise not eliminated with steps 1 and 2 under <i>Service</i>)	See Elsa	See SRT
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
Claim Comment:	As per TSB #2034351/9		

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
G 052172M2	Special lubricant	0.1
N 10518405	Cylinder head screw with torx head, self-locking M8x30 (intermediate shaft to upper steering column bolt)	01
See ETKA	Steering shaft (Only if noise not eliminated with steps 1 and 2 under <i>Service</i>)	01
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (2034351) are subject to change and/or removal.

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