



Technical Service Bulletin

48 Electric steering column adjustment not working

48 21 93 2062288/1 February 25, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, and Q5	2018 - 2021	All	Electric steering column
Q7	2017 - 2021	All	Electric steering column
Audi e-tron quattro	2019 - 2021	All	Electric steering column
Audi e-tron Sportback	2020 - 2021	All	Electric steering column

Condition

Customer states:

- The electric steering column adjustment is not working in the vertical direction.

Workshop findings:

- The customer statement can be reproduced.

The following DTC is stored in the electronic central control module (BCM 1), J519 (address word 0009):

- **DTC B14BF01** (Steering column vertical adjustment motor electrical error) with symptom code 66145.

Technical Background

The software needs to be updated and the unit cleared.

Production Solution

Starting from production date 10/06/2020.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the steering column control module, J866 using the SVM action code as listed in the table below, if necessary:



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Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
Audi e-tron quattro, Audi e-tron Sportback	80A907705A 80A907705	0200 0100	80A907705A	0210	649S001
A8	80A907705A 80A907705	0200 0100 0080	80A907705A	0210	
A6, A7	80A907705A 80A907705	0200 0100	80A907705A	0210	
Q7, Q8	80A907705A 80A907705	0200 0100 0080 0070	80A907705A	0210	
Q5	80A907705A 80A907705	0200 0100 0080	80A907705A	0210	



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3. The function of the electric steering column adjustment must be restored. Proceed as follows:

Get into the vehicle and use your knees to push the steering wheel upward (a force of approx. 40 kg or 88 lbs is required), at the same time press the steering column adjustment switch upwards in the vertical adjustment direction (Figure 1).

This will restore the function of the electric steering column adjustment.



Figure 1. 40 kg force pushing steering wheel upward.

4. The electric steering column adjustment must be cleared with the help of up to 50 adjustment cycles in the vertical direction. To do so, you will need the tool kit T10230 (the toolset weighs approximately 9 kg or 20 lbs).



Note:

If the tool kit T10230 is not available in the workshop, look for a similar weight toolbox.

5. Move the steering wheel as far as possible toward the dashboard and then move the driver's seat as far back as it will go.



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6. Attach the tool kit to the steering wheel using a small securing strap (Figure 2). Take care not to damage the steering wheel.

We recommend placing a cleaning cloth underneath, as shown in Figure 2.



Figure 2. Weight necessary for steering adjustment.

7. Apply plastic foil to make sure the tool kit cannot scrape against the seat (Figure 3).





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Figure 3. Plastic foil protection for the seat.

- Then operate the steering column adjustment and move the steering column all the way up and down again up to 50 times. The weight of the tool kit will create a current in the adjustment motor and this will clear the adjustment unit.

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:	4823		
Damage Code:	0040		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol
	Check and adjust steering column	4823 0599	50 TU
Diagnostic Time:	GFF	No allowance	0 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 #2062288/1		

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

Tool Number	Tool Description
T 10230	Assembly tool – Only necessary to simulate the weight

Additional Information



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The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions.*

All part and service references provided in this TSB (2062288) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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