



Technical Service Bulletin

48 Steering wheel leather damage, all vehicles

48 21 09 2028220/9 August 25, 2021. Supersedes Technical Service Bulletin Group 48 number 19-79 dated July 12, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2010 - 2023	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
9	-	Revised header (Updated Model Years) Revised <i>Technical Background</i> (Added photos)
8	07/12/2019	Revised header (Added Model Year)
7	11/01/2018	Revised header (Added Model Year)

Steering wheel appearance damaged due to external impact (e.g., contact with fingernails, zippers, watches, rings, etc.).

Technical Background

External impact (e.g., contact with fingernails, zippers, watches, rings, etc.) can cause damage to the appearance of the steering wheel (Figures 1 - 6). This type of damage is not warrantable, as numerous investigations have shown that there is no fault in material or workmanship.



Figure 1. Example of damage from external impact.



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Figure 2. Example of damage from external impact.



Figure 3. Example of damage from external impact.



Figure 4. Example of damage from external impact.



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Figure 5. Example of damage from external influences.



Figure 6. Example of damage from external influences.

Production Solution

Not applicable.



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Service

Not applicable.

Warranty

This damage is due to outside influence and is not covered by any Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2028220) 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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