



Technical Service Bulletin

48 Red steering warning light is on, DTC C10AC07 is stored in the power steering control module

48 21 10 2064018/2 September 2, 2021. Supersedes Technical Service Bulletin Group 48 number 21-07 dated July 15, 2021 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---|-------------|-----------|----------------------------|
| A6, A7, A8, Q7, Q5, SQ5, SQ7, and Q8 | 2019 - 2021 | All | Not Applicable |
| A6 allroad, S6, RS 6, S7, RS 7, Q5 PHEV, SQ8, RS Q8, Audi e-tron quattro, and Audi e-tron Sportback | 2020 - 2021 | All | Not Applicable |
| A6 Avant, RS 6 Avant, A7 PHEV, Q5 Sportback, and SQ5 Sportback | 2021 | All | Not Applicable |

Condition

| REVISION HISTORY | | |
|------------------|------------|---------------------------------------|
| Revision | Date | Purpose |
| 2 | - | Revised <i>Condition</i> (Added Note) |
| 1 | 07/15/2021 | Initial publication |

Customer states:

- The red steering warning lamp lights up in the instrument cluster.
- Steering is heavy.

Workshop findings:

- The concern can be reproduced.

The following DTC is logged in the power steering control module, J500 (address word 0044):

- **DTC C10AC07** (Steering Malfunction) with symptom code 5258760.



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Note:

- If only the steering heavy concern is present (without DTC and/or warning in the cluster), proceed with the SVM update as described in the *Service* procedure and reevaluate the vehicle.
- If there are other DTCs logged in the J500, proceed with GFF/test plans to solve the issue.

Technical Background

The software for the power steering control module, J500 (address word 0044) needs to be updated.

Production Solution

New software implemented in production.

Service

Proceed as follows:

1. Perform a visual check of the steering rack and steering boots and check if steering wheel can be turned freely.
2. Check the “Control module temperature” value of address word 0044. The temperature should be >10°C at the live measured value before the software update.

SVM Update Instructions

3. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
4. Update the power steering control module, J500 (address word 0044) using the SVM action code **44A030** for parametrization of the control module.



Note:

The software version will not change.



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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: | 4835 | | |
| Damage Code: | 0040 | | |
| Labor Operations: | Remove and install front cover | 5192 1900 (Audi e-tron quattro and Audi e-tron Sportback only) | See SRT with associated operations |
| | Remove and install noise insulation | 1082 1900 | See SRT with associated operations |
| | Check steering rack for damage and free movement | 4835 0199 | 20 TU |
| | Software Update (Includes checking for DTCs) | 0151 0000 | Time stated on the diagnostic protocol (Max 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 #2064018/2 | | |

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.

Additional Information

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

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



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All part and service references provided in this TSB (2064018) 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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