

Noticeable Vibrations At Steering Wheel

Topic number	LI46.35-P-073052
Version	1
Function group	46.35 - Electrical steering
Date	5/25/21
Validity	Model 167, all up to manufacturing date 28.02.2020
Reason for change	

Complaint

Noticeable vibrations at steering wheel and a display message shown in instrument cluster at same time.

The following fault code combination is logged in the fault memory of the electric power steering (N68):

"P063507 - The electric power steering has a malfunction. There is a mechanical fault.

Sub-fault "50009 - Freezing Detection and Retention - blocking detected".

Note: The sub-fault is stored in the control unit log or in the fault freeze frame data from the quick test in the line "Development data (Root cause ErrorID) first occurrence" – see example in Attachment 001.

Note: This fault does not impact the ability for the driver to maintain control of the vehicle.

Cause

1. Water entry into steering gear through damaged boot.
2. Steering gear software possibly out of date.

Attachments	
File	Description
001.pptx	Sub-fault code data

Remedy

1. Check steering gear for damage.

- Check boots on left and right for external damage. If any holes, cracks or other damage are found, the steering gear must be replaced.

Note: In this case the problem was not caused by the manufacturer and the repair must not be billed under warranty or goodwill!

XENTRY TIPS

2. If no noticeable problems were found in step 1, update software of electric power steering control unit (N68) via the "Adaptations" menu item.

The part number of the optimized software is: A 167 902 95 05.

Symptoms
Chassis/suspension > Steering system > Function > Support
Chassis/suspension > Steering system > Function > Stiff/sluggish
Chassis/suspension > Steering system > Display message > Pow. steer. faulty Serviced Required

Control unit/fault code	
Control unit	Fault text
N68 - Electrical power steering (ES)	P063507 - The electric power steering has a malfunction. There is a mechanical fault.
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Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
540991	CONTROL UNIT:..... INSTALL SOFTWARE (AFTER QUICK TEST)		4649490	