



Technical Service Bulletin

48 Steering wheel heating does not heat up sufficiently
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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3, A4, A4 allroad, S4, A5, A5 Sportback, A5 Cabriolet, S5, S5 Sportback, S5 Cabriolet, RS 5, RS 5 Sportback, A6, A7, e-tron quattro, Q3, Q5, SQ5 Q7, and Q8	2019 – 2023	All	Heated Steering Wheel
RS3	2019 – 2020	All	Heated Steering Wheel
Q5 e quattro	2020 – 2021	All	Heated Steering Wheel
A6 allroad, S6, S7, S8, e-tron Sportback quattro, SQ7, SQ8, and RS Q8	2020-2023	All	Heated Steering Wheel
RS 6 Avant, RS 7, Q5 Sportback, and SQ5 Sportback	2021 – 2023	All	Heated Steering Wheel
Q4 e-tron, Q4 Sportback e-tron, e-tron GT, and RS e-tron GT	2022 – 2023	All	Heated Steering Wheel

Condition

Customer states:

- The steering wheel does not heat up.
- The steering wheel does not heat up sufficiently.



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- The steering wheel heats up unevenly.
- It takes a long time for the steering wheel to heat up.

Workshop findings:

There are no DTCs related to the topic.

Technical Background

The surface temperature may vary at different locations on the steering wheel due to uneven heat distribution, which may give the impression that the steering wheel heating is insufficient or is not working at all.

It may take over 30 minutes for the target temperature of approx. 30°C ± 3°C (86° F ± 5F°) to be reached. The amount of time required is strongly dependent on the interior temperature and the settings on the vehicle's heater/air conditioner.

The surface temperature of the leather may be lower in the vicinity of the spokes compared to the rest of the steering wheel, as some of the heat dissipates into the spokes.

The surface of the top part of the steering wheel (12 o'clock position) may also be heated up by sunlight, resulting in a clearly noticeable temperature difference. If the driver holds the steering wheel at the 9 and 3 o'clock positions, the leather will be warmed up by their hands. If the driver then touches the steering wheel at the 12 and 6 o'clock positions, it will be cooler at these locations since they have not been warmed up by the driver's hands.

The NTC temperature sensor fitted in the foam underneath the cover can also cause the complaint to be perceived differently.

When the desired surface temperature of 30°C (86° F) has been reached, the measured value for the sensor is 34°C (93° F), as this is the temperature underneath the cover.

Production Solution

Not applicable.

Service

Not Applicable

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information



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All part and service references provided in this TSB (2065978) 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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