

Technical Service Bulletin



44 Model Year 2013 Alignment - Repair Authorization

44 13 37 2030275/5 February 25, 2013. Supersedes Technical Service Bulletin Group 44 number 12-34 dated November 13, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2013	All	All

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Condition</i> (changed mileage from 500 to 6000)
4	11/13/2012	Revised <i>Condition</i> (removed extra image) Revised <i>Service</i> (clarified information about sending in documents)
3	8/10/2012	Revised header data (Updated to fix ElsaWeb error)
2	7/30/2012	Republished to fix ElsaWeb error
1	7/23/2012	Original publication

Customers may report the following conditions on vehicles with less than 6000 miles. In some cases these conditions may be noticed at PDI.

- Vehicle pulls - left or right
- Steering wheel not leveled or off-center (Figure 1).

In some cases both concerns may be reported.



Figure 1. Steering wheel not leveled (off-center)



Tip: If the alignment concern is due to outside influence (e.g. accident), this TSB does not apply.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

1. Prior to any repairs:
 - a. Verify concern with a test drive.
 - b. Ensure the vehicle has less than 6000 miles.
2. Open a Technical Assistance Center (TAC) ticket prior to starting the alignment procedure.
3. Place vehicle on the alignment rack and perform compensation procedure.
4. During the alignment step at which the steering gear center position is checked, perform the following:
 - a. Point the front wheels in a straight ahead position according to the display on the alignment machine (Figure 2). Disregard the level of the steering wheel at this point.

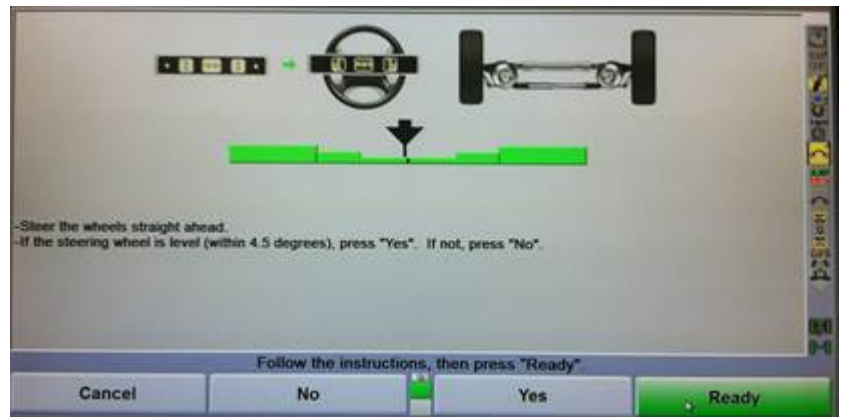


Figure 2. Screen shot illustrating the point at which the front wheels must be positioned straight ahead. Screen may vary based on the brand of alignment machine used.

- b. Prior to proceeding to the next step, check the steering wheel level. If the steering wheel is not leveled (off-center) by any degree, take a photo of the steering wheel (Figure 3).



Figure 3. Example of a steering wheel not leveled (off-center) condition.

5. Continue with alignment procedure and adjust as necessary.

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6. Email a scanned copy of the before *and* after alignment measurements along with a photo of the steering wheel (only if not leveled) to **alignment@audi.com**. If you are not able to email these documents to this email address then attach them to the TACS ticket.
 - a. Email must include the following information:
 - VIN
 - Repair Order number or claim ID
 - Mileage (from Repair Order)
 - Dealer Code
 - b. Photo of the steering wheel should be a JPEG file and must clearly show how much the steering wheel is off-center (Figure 3).
 - c. The before and after alignment measurements must be a scanned copy of the original in either PDF or JPEG format. Do *not* fax or send a photocopy of the documents. Please see the following examples of acceptable and unacceptable copies (Figure 4 and Figure 5).

Examples of ACCEPTABLE scanned copies with all alignment values easy to read:

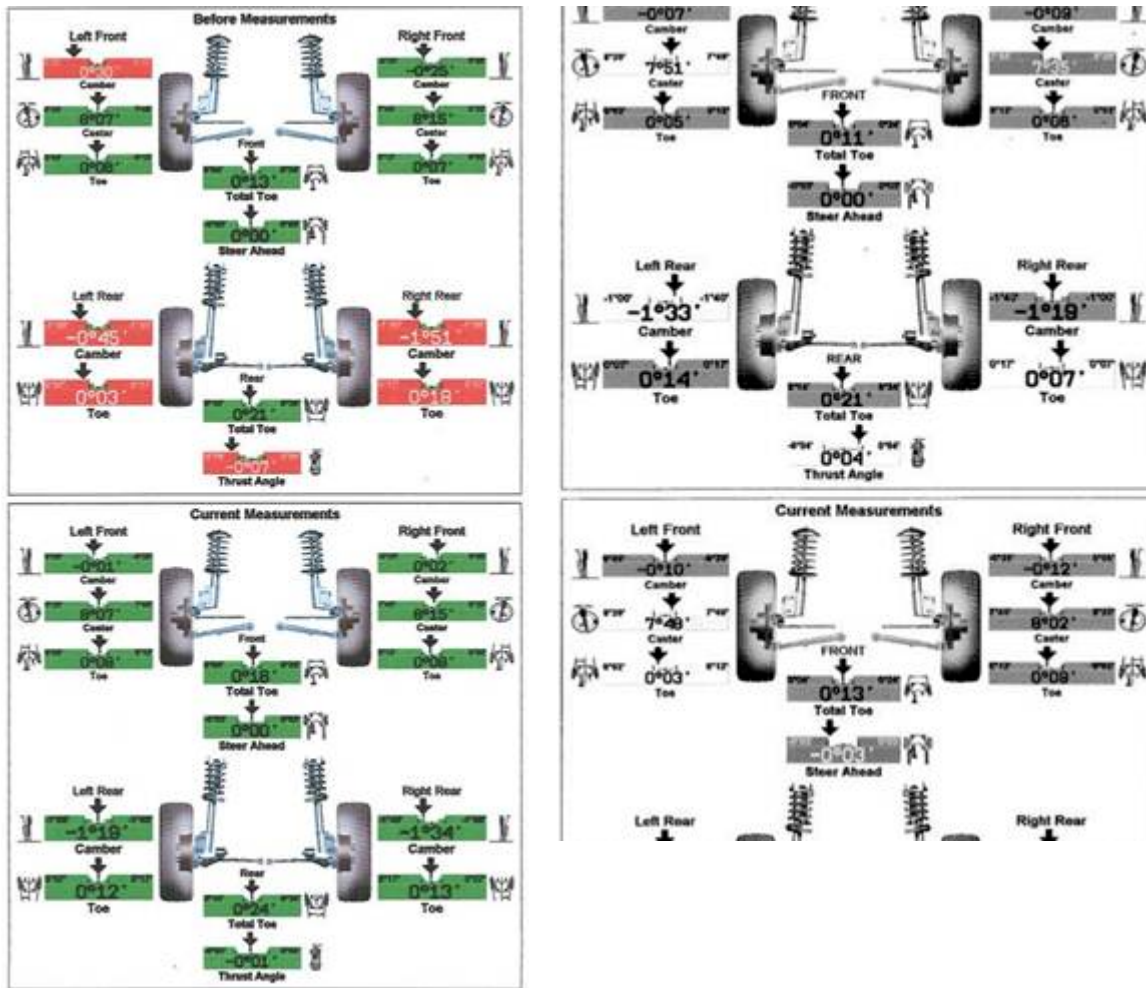


Figure 4. Examples of acceptable copies.

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Examples of UNACCEPTABLE copies where alignment values are either missing or difficult to see.

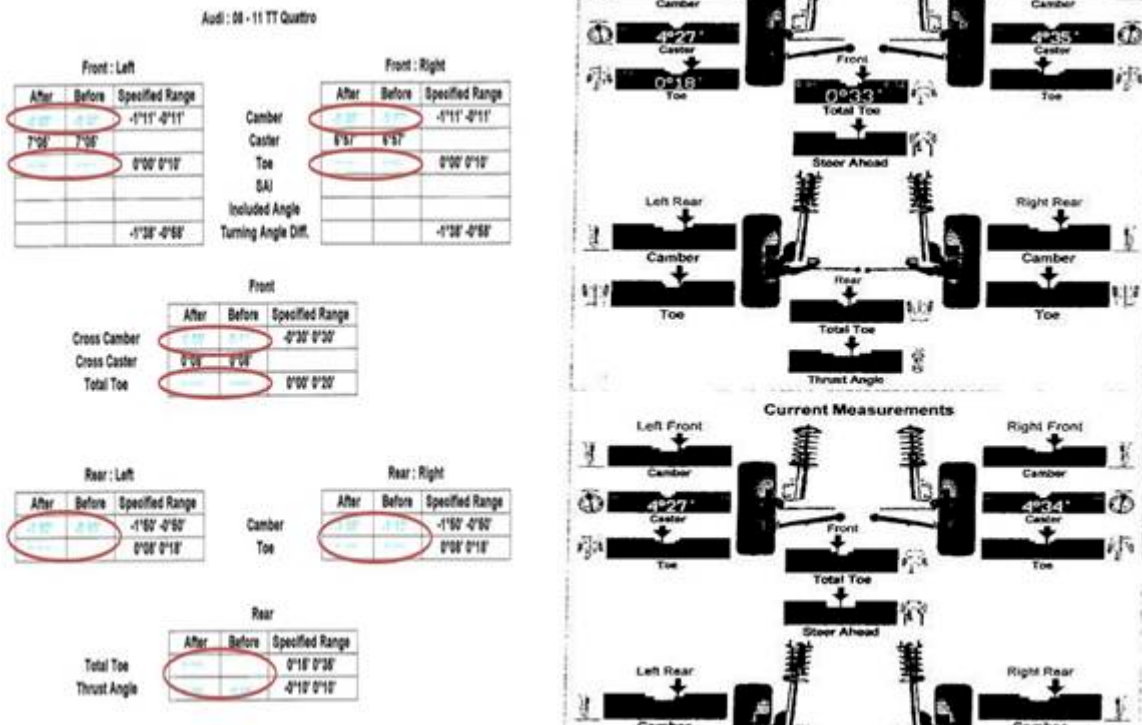


Figure 5. Examples of unacceptable copies.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4490		
Damage Code:	0011		
Labor Operations:	Use appropriate SRTs from ElsaWeb based on the alignment steps performed.	XXXX XXXX	XX TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2030275/5		

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

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.