

# Technical Service Bulletin



## 44 Repair Authorization - Model Year 2014 & 2015 alignment

44 14 54 2030275/10 August 26, 2014. Supersedes Technical Service Bulletin Group 44 number 14-53 dated August 13, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2014 - 2015	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
10	-	Revised <i>Warranty</i> (Changed service number)
9	8/13/2014	Revised header data (Corrected Elsa display error)
8	8/4/2014	Revised title Revised header data (Changed model years) Revised <i>Service</i> (Updated entire section)
7	1/21/2014	Revised <i>Service</i> (Updated authorization instructions)
6	10/25/2013	Revised header data (added model year)
5	2/25/2013	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

One or both of the following conditions are present in vehicles with fewer than 6000 miles:

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

These conditions may be noticed during PDI.



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



**Tip:** If the condition is due to outside influence (such as an accident or potholes), this TSB does not apply.

## Technical Background

In an effort to gain information on this condition, Audi of America is asking you to contact the Audi Technical Assistance Center (TAC) **before** you perform any repairs.

## Production Solution

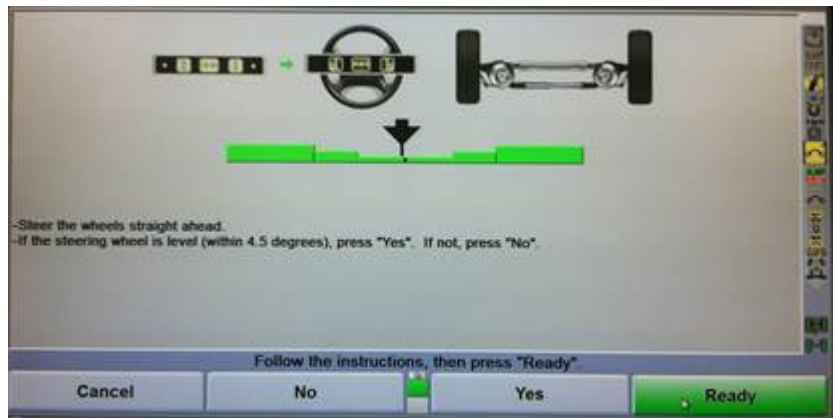
Not applicable.

## Service

All claims are subject to review by Audi Warranty. Claims will not be reimbursed if all of the following steps are not performed.

1. Before starting any repairs:
  - a. Verify the concern with a test drive.
  - b. Ensure that the vehicle has fewer than 6000 miles.
  - c. If vehicle is pulling left or right, swap the front wheels from left to right to determine if the pull is caused by the tires. If the tires are directional, the tires should be swapped from front to back.
    - If the tires *are not* the root cause of the pull, continue to the next step.
    - If the tires *are* the root cause of the pull, this TSB does not apply and there is no need to continue.
2. Place the vehicle on the alignment rack and perform the compensation procedure.
3. 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. Check if the steering wheel is level. If the steering wheel is not level (is off-center) by any degree, take a photo of the steering wheel with the level installed (Figure 3).



**Figure 3.** Example of a steering wheel that is not level.

4. Save and attach the before measurements to the TAC ticket.
5. Contact TAC, then wait for TAC to authorize the alignment procedure. (In some cases, TAC may request that the alignment procedure is not performed and will send an AoA representative to inspect the vehicle.)
6. After TAC authorizes the procedure, attach the before and after protocols to the TAC ticket. In addition, e-mail a scanned copy of the before *and* after alignment measurements, along with a photo of the steering wheel (only if not level), to **alignment@audi.com**.

- a. The 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 far the steering wheel is off-center.
- 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. See the following examples of acceptable and unacceptable copies (Figure 4 and Figure 5).

Examples of **acceptable** scanned copies with alignment values that are easy to read:

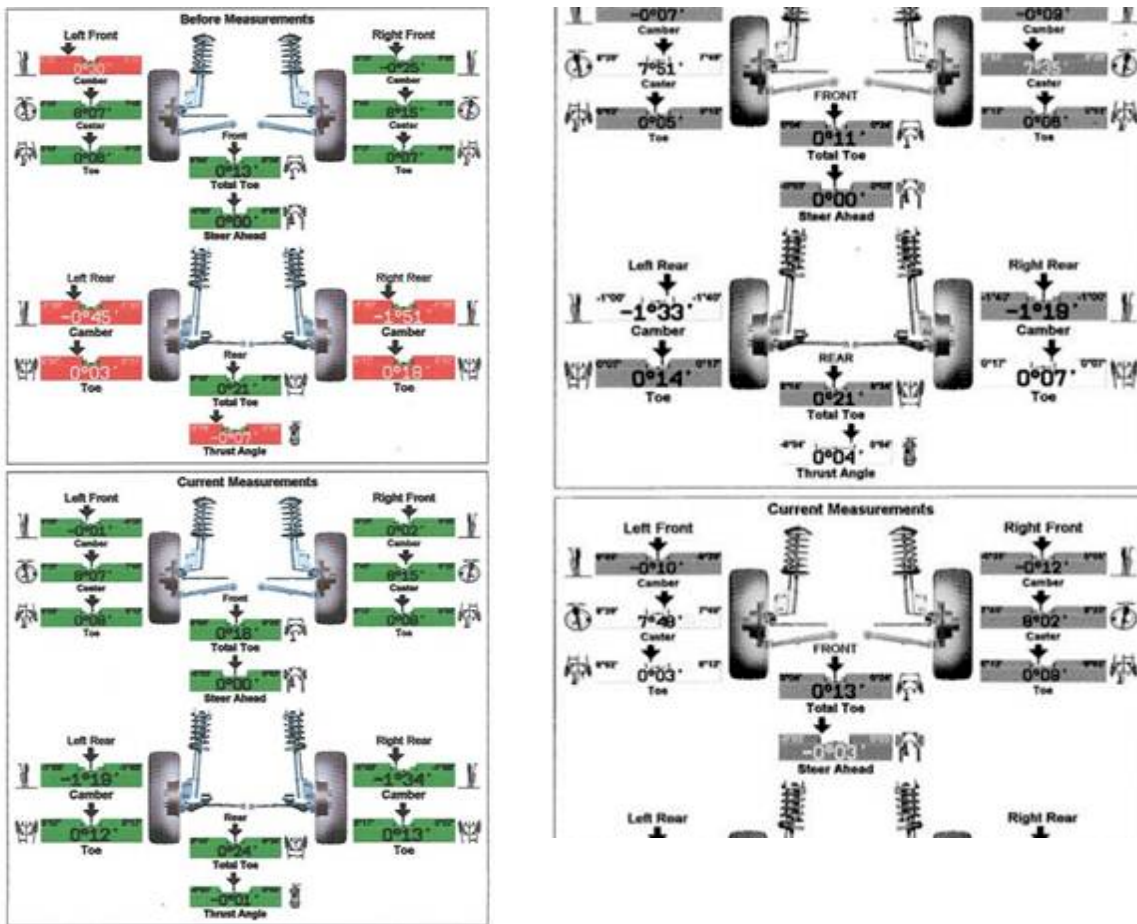


Figure 4. Examples of acceptable copies.



# Technical Service Bulletin



## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	4490		
<b>Damage Code:</b>	0011		
<b>Labor Operations:</b>	Use appropriate SRTs from Elsa 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)		
<b>Claim Comment:</b>	As per TSB #2030275/10		

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 (2030275) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.