

Technical Service Bulletin

Topic	48 Electric steering column adjustment is not working, DTC B14BF01 is stored in the BCM 1
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2062288/5
Level	EH
Status	Released for publishing
Release date	Aug 2, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0009 - Electronic central electric	B14BF01: Steering column vertical adjustment motor Electrical malfunction		Intermittent
0009 - Electronic central electric	B14BF01: Steering column vertical adjustment motor Electrical malfunction		static

New customer code

Object of complaint	Complaint type	Position
chassis -> steering, steering assist -> steering column power height adjustment	functionality -> no function	
chassis -> steering, steering assist -> steering column power height adjustment	functionality -> operation sequence incorrect	
chassis -> steering, steering assist -> steering column power height adjustment	functionality -> cannot be switched on/activated	

New workshop code

Object of complaint	Complaint type	Position
chassis -> steering -> steering column -> steering column adjustment motor	functionality -> no function	

Vehicle data

A6,A7

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2019	A		*	*	*
4A*	2020	A		*	*	*
4A*	2021	A		*	*	*
4A*	2022	A		*	*	*
4A*	2023	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4K*	2019	A		*	*	*
4K*	2020	A		*	*	*
4K*	2021	A		*	*	*
4K*	2022	A		*	*	*
4K*	2023	A		*	*	*

PR numbers

PR numbers
? :or ? :with 2C7

A8

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4N*	2019	A		*	*	*
4N*	2020	A		*	*	*
4N*	2021	A		*	*	*
4N*	2022	A		*	*	*
4N*	2023	A		*	*	*

Documents

Document name
master.xml



Connection offline

Technical Service Bulletin

Transaction No.: **2062288/5**

48 Electric steering column adjustment is not working, DTC B14BF01 is stored in the BCM 1

Release date: Aug 2, 2025

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Updated Models/Models Years) Revised <i>Warranty</i> (Updated Labor Operations)
4	08/23/2023	Revised header (Added Models/Models Years) Revised <i>Warranty</i> (Updated Labor Operations)
3	05/14/2021	Revised <i>Condition</i> (Added Workshop findings statement)

Customer states:

- The electric steering column adjustment is not working in the vertical direction.

Workshop findings:

- The customer statement can be reproduced.
- There is no DTC stored.

Or

The following DTC is stored in the electronic central control module (BCM 1), J519 (address word 0009):

- DTC B14BF01** (Steering column vertical adjustment motor electrical error) with symptom code 66145.

Technical Background

Software issue.

Production Solution

Starting October, 2020.

Service

SVM Update Instructions

- Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
- Update the steering column control module, J866 using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Code Input
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			(or higher)	(or higher)	
A8	80A907705A 80A907705	0200 0100 0080	80A907705A	0210	649S001
A6, A7	80A907705A 80A907705	0200 0100	80A907705A	0210	

3. The function of the electric steering column adjustment must be restored. Proceed as follows:

- Get into the vehicle and use your knees to push the steering wheel upward (a force of approx. 40 kg or 88 lbs is required), at the same time press the steering column adjustment switch upwards in the vertical adjustment direction (Figure 1).
- This will restore the function of the electric steering column adjustment.



Figure 1. 40 kg force pushing steering wheel upward.

4. The electric steering column adjustment must be cleared with the help of up to 50 adjustment cycles in the vertical direction. To do so, you will need the tool kit T10230 (the toolset weighs approximately 9 kg or 20 lbs).



NOTICE

If the tool kit T10230 is not available in the workshop, look for a similar weight toolbox.

5. Move the steering wheel as far as possible toward the dashboard and then move the driver's seat as far back as it will go.

6. Attach the tool kit to the steering wheel using a small securing strap (Figure 2). Take care not to damage the steering wheel.

We recommend placing a cleaning cloth underneath, as shown in Figure 2.



Figure 2. Weight necessary for steering adjustment.

7. Apply plastic foil to make sure the tool kit cannot scrape against the seat (Figure 3).



Figure 3. Plastic foil protection for the seat.

8. If needed, operate the steering column adjustment and move the steering column all the way up and down again up to 50 times. The weight of the tool kit will create a current in the adjustment motor and this will clear the adjustment unit.



NOTICE

The Test Plan should perform the 50 adjustments automatically. If the Test Plan does not perform the 50 adjustments automatically, then perform it manually as described in this step.

Test Plan location: 0009 Electronic Central Electrics, function >> 09 Remedy Process, electrically adjustable steering column.

Warranty

Claim Type:	If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4823		
Damage Code:	0040		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol
	Charge Battery	2706 8950	See SRT with associated operations
	Check and adjust steering column	4823 0599	20 TU
Claim Comment:	As per TSB 2062288/5		

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.

Required Parts and Tools

Tool Number	Tool Description
T 10230	Assembly tool – Only necessary to simulate the weight

Additional Information

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

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

All part and service references provided in this TSB (**2062288**) 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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