



# Technical Service Bulletin

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

48 23 54 2062288/4 August 23, 2023. Supersedes Technical Service Bulletin Group 48 number 21-01 dated May 14, 2021 for reasons listed below.

| Model(s)                                                        | Year        | VIN Range | Vehicle-Specific Equipment |
|-----------------------------------------------------------------|-------------|-----------|----------------------------|
| Q7                                                              | 2017 – 2023 | All       | Not Applicable             |
| Q5, and SQ5                                                     | 2018 – 2023 |           |                            |
| A6, A7, A8, and Q8                                              | 2019 – 2023 |           |                            |
| A6 allroad, S6, S7, S8, SQ7, SQ8, and RS Q8                     | 2020 – 2023 |           |                            |
| A8 e quattro                                                    | 2020 – 2021 |           |                            |
| RS 6 Avant, RS 7, Q5 e quattro, Q5 Sportback, and SQ5 Sportback | 2021 – 2023 |           |                            |
| A7 e quattro                                                    | 2021 – 2022 |           |                            |

## Condition

| REVISION HISTORY |            |                                                                                                  |
|------------------|------------|--------------------------------------------------------------------------------------------------|
| Revision         | Date       | Purpose                                                                                          |
| 4                | -          | Revised header (Added Models/Models Years)<br>Revised <i>Warranty</i> (Updated Labor Operations) |
| 3                | 05/14/2021 | Revised <i>Condition</i> (Added Workshop findings statement)                                     |
| 2                | 03/08/2021 | Revised <i>Service</i> (Added Note)                                                              |

### 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



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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

Not applicable.

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. 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<br>(or higher) | New Software Version<br>(or higher) | SVM Code Input |
|--------|--------------------------|------------------------------|-----------------------------------------|-------------------------------------|----------------|
| A8     | 80A907705A<br>80A907705  | 0200<br>0100<br>0080         | 80A907705A                              | 0210                                | <b>649S001</b> |
| A6, A7 | 80A907705A<br>80A907705  | 0200<br>0100                 | 80A907705A                              | 0210                                |                |
| Q5     | 80A907705A<br>80A907705  | 0200<br>0100<br>0080         | 80A907705A                              | 0210                                |                |
| Q7/Q8  | 80A907705A<br>80A907705  | 0200<br>0100<br>0080<br>0070 | 80A907705A                              | 0210                                |                |

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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).



**Note:**

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.



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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.



**Note:**

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.



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

## Warranty

|                          |                                                                                                                                                                                                                                                     |              |                                                    |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |              |                                                    |
| <b>Service Number:</b>   | 4823                                                                                                                                                                                                                                                |              |                                                    |
| <b>Damage Code:</b>      | 0040                                                                                                                                                                                                                                                |              |                                                    |
| <b>Labor Operations:</b> | Software Update (Includes checking for DTCs)                                                                                                                                                                                                        | 0151 0000    | Time stated on the diagnostic protocol (Max 70 TU) |
|                          | Check and adjust steering column                                                                                                                                                                                                                    | 4823 0599    | 20 TU                                              |
| <b>Diagnostic Time:</b>  | GFF                                                                                                                                                                                                                                                 | No allowance | 0 TU                                               |
|                          | Road test prior to the service procedure                                                                                                                                                                                                            | No allowance | 0 TU                                               |
|                          | Road test after the service procedure                                                                                                                                                                                                               | No allowance | 0 TU                                               |
| <b>Claim Comment:</b>    | As per TSB 2062288/4                                                                                                                                                                                                                                |              |                                                    |

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*.



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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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