

Vibration in steering wheel at highway speeds

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Version	3
Design group	46.35 Electrical steering
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Validity	Model 253
Reason for change	Updated complaint & remedy.

Complaint:

Intermittent vibration may be felt through steering, suspension or body floor area when driving at speeds above 45 mph over road irregularities such as sewer grates, manhole covers, potholes and in particular expansion joints. This sensation is intermittent, typically short in duration and should dissipate quickly.

Cause:

This condition is under investigation, please do not replace any parts.

Remedy:

Engineering is working on an optimized Electric Power Steering software to improve the dampening characteristics of the steering system. This optimized software should minimize vibrations that may be emitted by vehicle systems such as drivetrain, wheels or tires through the steering wheel. This LI will be updated as soon as the resolution is available and your patience is appreciated.

Temporary recommendations:

1. Change the steering setting via Comand/ Individual Configurations, to "Sport" mode and re-evaluate under the same driving conditions whether the vibration is still evident or has improved.
2. Unplug the EPS (N68) and re-test, again under the same driving conditions
3. If concern is still present, please create a PTSS case & FTS or Engineering will provide further technical recommendations