

Technical Service Bulletin

26 Droning, buzzing, or vibration from front of the vehicle

26 20 36 2054935/3 February 12, 2020. Supersedes Technical Service Bulletin Group 26 number 19-35 dated June 13, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2018	All	3.0TFSI
Q7	2019	000001 - 023479	3.0TFSI

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added a VIN break)
2	06/13/2019	Revised title Revised <i>Warranty</i> (Updated Damage Code)
1	05/06/2019	Initial publication

Customer states:

- Droning, buzzing, or vibration; especially between 1,000 – 1,400 rpm.

Workshop findings:

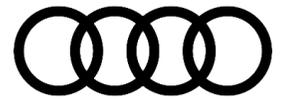
- The issue can be isolated to underside and front of the vehicle.

Technical Background

Over time, the exhaust decoupling element may become worn and ineffective.

Production Solution

Vehicles in production receive improved exhaust hangers to reduce NVH. These parts are now available in service.



Technical Service Bulletin

Service

1. Verify exhaust downpipes as the source of the customer concern.
2. Replace both exhaust downpipes (“exhaust pipe with exhaust muffler, front”) and exhaust hangers (“bracket for exhaust pipe”) with the part numbers outlined below (or any future supersession thereof).
3. Test drive vehicle to verify that the concern is no longer present.

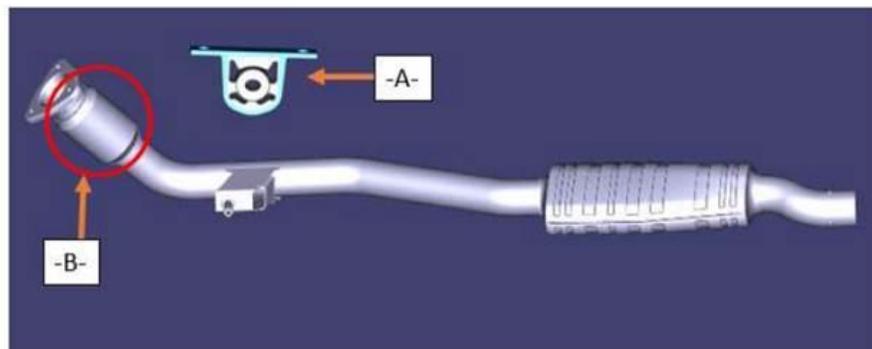
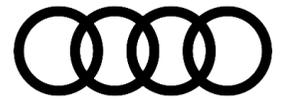


Figure 1. Exhaust hanger “A” and decoupling element “B”.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2625		
Damage Code:	0018		
Labor Operations:	2 Front muffler remove + reinstall	2625 2008	See SRT
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2054935/3		

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.



Technical Service Bulletin

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
4M0253300N	Exhaust pipe with exhaust muffler, front (left)	01
4M0253350AN	Exhaust pipe with exhaust muffler, front (right)	01
4M0253099B	Bracket for exhaust pipe	02
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (2054935) are subject to change and/or removal.

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.