



# Technical Service Bulletin

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

26 20 40 2054935/4 April 16, 2020. Supersedes Technical Service Bulletin Group 26 number 20-36 dated February 12, 2020 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
4	-	Revised <i>Technical Background</i> (Updated information) Revised <i>Service</i> (Updated solution) Revised <i>Warranty</i> (Added Damage Code and updated Labor Operations)
3	02/12/2020	Revised header (Added a VIN break)
2	06/13/2019	Revised title Revised <i>Warranty</i> (Updated Damage Code)

### 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

Not applicable.

## Production Solution

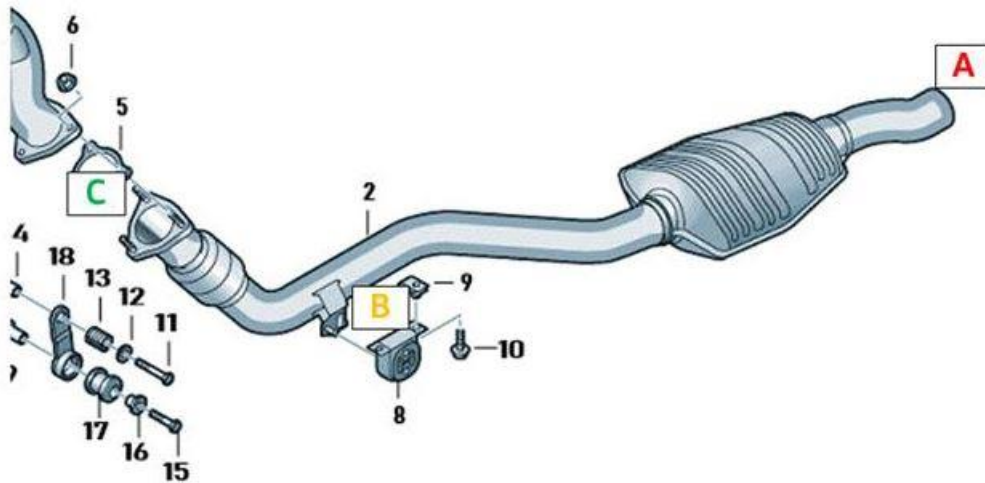
Vehicles in production receive improved exhaust hangers to reduce NVH. These parts are now available in service.

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## Service

1. Verify exhaust downpipes as the source of the customer concern. In most cases the replacement of the exhaust brackets (right/left side) in combination with the adjustment of the exhaust downpipes is only needed and the exhaust downpipes do not need to be replaced.
2. Replace the exhaust hangers on both right and left downpipes ("bracket for exhaust pipe") with the part numbers outlined below (or any future supersession thereof).
3. Proceed with the adjustment method below:
  - Loosen the exhaust clamp (A), exhaust bracket (B)
  - Then re-tighten beginning with clamp (A) and then bracket (B) (Figure 1).



**Figure 1.** Example of locations to loosen and tighten.

4. Test drive vehicle to verify that the concern is no longer present. If the issue persists continue with the following steps (Figure 1):
  - Repeat and loosen the exhaust at (A), (B) and also the flange (C) to the catalytic converter.
  - Then tighten in the following sequence: First, the flange (C), second the exhaust clamp (A), and finally the exhaust bracket (B).
5. Test drive the vehicle to verify that the concern is no longer present.
6. If the noise still persists, replace the exhaust downpipe(s) which generate the noise.



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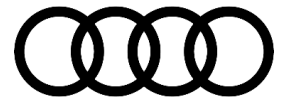
## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	<ul style="list-style-type: none"><li>• 2621 (Clamps and adjustment).</li><li>• 2625 (Replacing front muffler only).</li></ul>		
<b>Damage Code:</b>	0018		
<b>Labor Operations:</b>	2 Clamps remove + reinstall	2621 2000	See SRT
	<b>OR</b>		
	1 Front muffler remove + install	2525 1908	See SRT
	<b>OR</b>		
	2 Front muffler remove + reinstall	2625 2008	See SRT
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB #2054935/4		

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

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



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## Additional Information

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

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