



# Technical Service Bulletin

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## 26 Droning, buzzing, or vibration from front of the vehicle - Q7

26 20 41 2058574/3 September 4, 2020. Supersedes Technical Service Bulletin Group 26 number 20-38 dated March 11, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2019	023480 - 999999	3.0TFSI

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> (Added Diagnostic Time)
2	03/11/2020	Revised <i>Service</i> (Updated Step 1) Revised <i>Warranty</i> (Updated Labor Operation and Service Number)
1	02/13/2020	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

Not applicable.

## Production Solution

Not applicable.

## Service

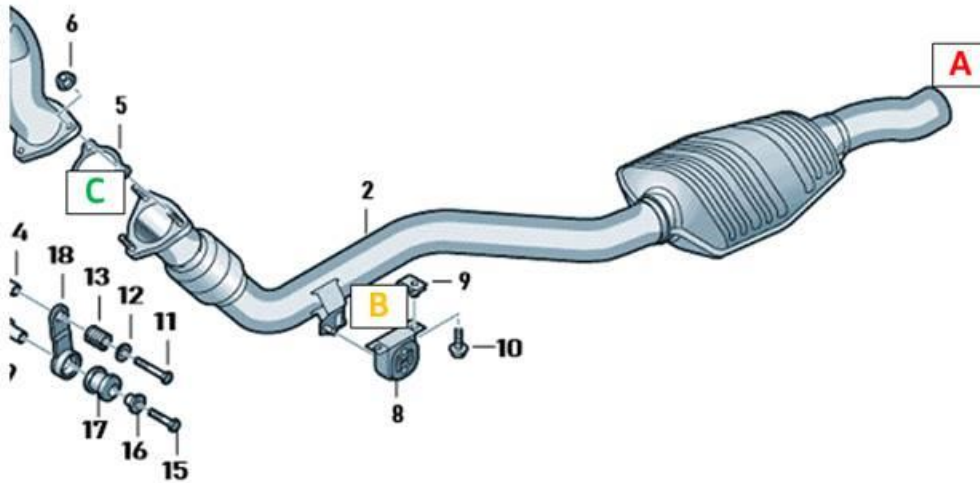
1. Verify exhaust downpipes as the source of the customer concern. In most cases the exhaust downpipes only need adjustment.



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2. Loosen the exhaust following the method below:

- Loosen the exhaust clamp (A), exhaust bracket (B).
- Then re-tighten beginning with clamp (A) and then the bracket (B) (Figure 1).



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

3. Test drive and if issue persists continue with the following step (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).

4. Test drive vehicle to verify that the concern is no longer present.

## 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>	2621		
<b>Damage Code:</b>	0018		
<b>Labor Operations:</b>	2 Clamps remove + reinstall	2621 2000	See SRT with associated operations



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<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
	Road test <u>If 2<sup>nd</sup> adjustment is required</u>	2621 2099	10 TU
<b>Claim Comment:</b>	As per TSB #2058574/3		

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.

## Additional Information

All parts and service references provided in this TSB (2058574) 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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