



# Technical Service Bulletin

## 10 Electrical engine mounting, DTC C113107 and/or C113207 stored in the 00BA (PHEV only)

10 24 27 2073584/1 April 8, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A7 e quattro	2020 - 2021	All	PHEV

## Condition

### Customer states:

The customer complains about noises or vibrations while the vehicle is at idling speed or while driving.

### Workshop findings:

At least one of the two DTC is logged at diagnostic address *00BA Subframe Mount (J931)*.

- **C113107** Actuator 1 for assembly mounting mechanical fault; Symptom code 784.
- **C113207** Actuator 2 for assembly mounting mechanical fault; Symptom code 785.

## Technical Background

The SVM code optimizes the diagnostic behavior of the engine mounting in the assembly mounting control unit.

Checking the respective engine mounting via the test plan in Guided Fault Finding is also required to assess the mounting.

## Production Solution

Improved parts introduced since March 2024.

## Service

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the 00BA (J931) using the SVM action code as listed in the table below, if necessary:

Model	Old Target Data Container Number	Old Target Data Container Version	New Target Data Container Number (or higher)	New Target Data Container Version (or higher)	SVM Code Input
A7 PHEV	4K8909578E	*	4K8909578F	*	<b>BAA002</b>

Proceed as follows:



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- Use SVM code **BAA002** to ensure that the latest version of diagnostic is installed on the *Subframe mount control unit J931*.
- Use the test plan *“Test of active engine mount”* in the ODIS tester.
- If the test result is not OK, replace the corresponding engine mounting.
- If the result is OK, do not replace any parts.
- Regardless of the test result from the test plan, perform the basic setting *“Static calibration”* in diagnostic address 00BA as the final step.

## 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 of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	1035		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0060	Time stated on the diagnostic protocol (Max 50 TU)
	Remove and install engine mounting	1035 19XX	See SRT with associated operations
	Remove and install both engine mountings	1035 20XX	See SRT with associated operations
<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 2073584/1		

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



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Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Engine mounting (if necessary)	01/02

## Additional Information

All part and service references provided in this TSB (**2073584**) 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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