

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
All Audi vehicles	2009 – 2026	All	Actuator for structure-borne sound

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added model) Revised <i>Condition</i> (Added model table) Revised <i>Service</i> (Updated verbiage)
2	12/06/2024	Revised <i>Condition</i> (Updated verbiage)
1	07/31/2024	Initial publication

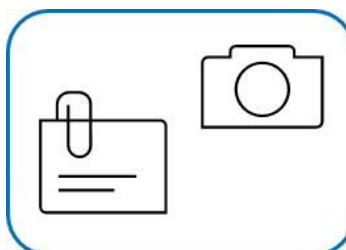
Customer states:

Noises and/or vibration from front of vehicle/engine compartment/dashboard/center console in dynamic mode. The following noises may be heard:

- Humming
- Droning
- Rattling
- Whirring
- etc.

Workshop Findings:

The customer statements can be reproduced, and the noises can be isolated to the actuator for structure-borne sound (impulse sender), which is fitted in the plenum chamber.



Documentation required

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

Please check whether TSB 2080074, *27 Noises/vibrations from dash panel/window shield/front of vehicle* is available before continuing the work in accordance with this bulletin.

Please check that the actuator is installed correctly. Inspect the following points carefully:

- Nut tightened correctly (check torque).
- Free movement of actuator (e.g., contact with vehicle body, bent bracket or similar).
- Routing of connecting cable (e.g., contact with vehicle body, cable under tension or similar).

If there are no issues regarding these points, perform final control diagnosis of the actuator so that the issue can be clearly assigned to the actuator.

A test is performed across a frequency range during the final control diagnosis. Firstly, this serves to check the functionality of the actuator across all frequencies. Secondly, the different frequencies can cause neighboring components to vibrate (resonance frequency). If noises are heard from neighboring components during the final control diagnosis, these components should be regarded as the most likely source of the noise that is the subject of the complaint. Eliminate this source using workshop processes and materials (securing, adding felt/underlays, etc.). The work involved may not be billed using this TSB.

If you can clearly identify the actuator as the source of the issue after having done this, replace the actuator.

When billing, please always attach a video to the warranty claim which clearly shows the complaint to DOC-IT.

To ensure the video matches the vehicle, the video must include the VIN and the date.

Please ensure that the video documentation does not show any people and/or faces, vehicle registration numbers (number plates) or customer data.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2793		
Damage Code:	0018: if nut is not tightened correctly or if actuator cannot move freely 0029: if routing of connecting cable is not OK 0010: if component is replaced		
Labor Operations:	Remove and install cowl panel trim or plenum chamber cover	6644 1900 or 8522 1900	See SRT with associated operations
	Check actuator for structure-borne sound	2793 0199	10 TU

Claim Comment:	Removed and install actuator for structure-borne sound	2793 19xx	See SRT with associated operations
	GFF	0151 0060	Time stated on the diagnostic protocol
	As per TSB 2074729/3		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

Required Parts and Tools

3QF907601

Additional Information

All part and service references provided in this TSB (**2074729**) 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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