

Technical Service Bulletin

Topic	10 Electrical engine mounting, DTC C113107 and/or C113207 stored in the 00BA (PHEV only)
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2073584/2
Level	EH
Status	Released for publishing
Release date	Jul 22, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
00BA - Subframe mount	C113107: Actuator 1 for assembly mounting mechanical malfunction		static
00BA - Subframe mount	C113107: Actuator 1 for assembly mounting mechanical malfunction		Intermittent
00BA - Subframe mount	C113207: Actuator 2 for assembly mounting mechanical malfunction		Intermittent
00BA - Subframe mount	C113207: Actuator 2 for assembly mounting mechanical malfunction		static

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> engine noise amplifier	functionality -> operation sequence incorrect	
engine -> engine operation -> engine noise amplifier	noises, vibrations -> too loud	

New workshop code

Object of complaint	Complaint type	Position
engine -> operation, engine control -> control module for subframe mount	control modules, services -> with fault stored in the DTC memory	

Vehicle data

A7 PHEV

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4K*	2021	A		*	*	*
4K*	2022	A		*	*	*

PR numbers

PR numbers
?:or ?::with 0K3

Documents

Document name
master.xml

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Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated test plan to use, added note) Revised <i>Warranty</i> (Updated Labor Operations)
1	04/08/2024	Initial publication

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	*	BAA002

Proceed as follows:

- 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 for the assembly mountings actuator 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.

NOTICE

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor and gearbox code, PR number(s), part number, software version, code, etc.) apply exactly. Otherwise, this solution will not eliminate the problem and repeat repairs may be necessary. In such a case, the warranty claim may be rejected, and you will be charged for the cost of parts.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	1035		
Damage Code:	0040		
Labor Operations:	Only software update:		
	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Labor according to the diagnostic log
	Replacement parts and software:		
	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
	Software update	0151 0060	Labor according to the diagnostic log
	Charge battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2073584/2		

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
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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