



Technical Service Bulletin

23 Excessive whining or intake noise from turbocharger

23 14 31 2038105/1 August 18, 2014.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------|----------------------------|
| Q7 | 2013 - 2015 | All | TDI clean diesel |

Condition

- Customer states excessive turbocharger resonance or intake air noises during acceleration. The concern can be reproduced at approximately 30% throttle loading and medium RPM.
- No intake leaks found.

Technical Background

Production tolerances in intake hose can cause amplification of normal turbocharger noises.

Production Solution

Not applicable.

Service

1. Before proceeding, ensure that the *Condition* matches exactly. If any DTC codes are stored for turbocharger or boost pressure issues, or if any drivability complaints are reported, this bulletin does not apply. Follow GFF and continue diagnosis outside of this bulletin.
2. Test drive vehicle to reproduce the noise complaint. The complaint should be easily reproducible at approximately 30% throttle load. Listen to the attached sound file for reference of excessive turbo noise.
3. If the complaint can be reproduced, replace intake hose 4L0129628E (Figure 1).



Figure 1. Location of air intake hose

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Warranty

| | | | |
|--------------------------|--|--------------|-------|
| Claim Type: | Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 2328 | | |
| Damage Code: | 0020 | | |
| Labor Operations: | Intake hose remove+reinstall | 2328 1999 | 10 TU |
| Diagnostic Time: | GFF | No allowance | 0 TU |
| | Road test prior to service procedure | 0121 0002 | 10 TU |
| | Road test after service procedure | 0121 0004 | 10 TU |
| | Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details) | | |
| Claim Comment: | As per TSB #2038105/1 | | |

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

| Part Number | Part Description | Quantity |
|-------------|------------------|----------|
| 4L0129628E | Intake Hose | 1 |

Additional Information

All parts and service references provided in this TSB (2038105) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.