

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.