



# Technical Service Bulletin

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## 91 Poor sound reproduction from front bass speakers

91 19 38 2051051/2 February 13, 2019. Supersedes Technical Service Bulletin Group 91 number 18-91 dated April 23, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5	2017 - 2018	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Updated Labor Operations)
1	04/23/2018	Initial publication

### Customer states:

- Poor sound reproduction from the speakers in the front doors.

### Workshop findings:

- Poor sound reproduction on all audio sources.
- Poor sound continues to emanate from the speaker when the speaker is isolated from the door frame.
- Water spots are found on the speaker cone.
- The speaker has part number 8W0035415.



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## Technical Background

Water coming into contact with the speaker cone causes a deformation of the cone. This deformation allows the voice coil to come into contact with the magnet of the speaker, resulting in unwanted noises (Figure 1).



**Figure 1.** Deformation of the speaker cone.

There is water damage to the label. Traces of water are found on the magnet, basket, cone, and surround of the speaker (Figure 2).



**Figure 2.** Signs of water on the speaker.



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## Production Solution

Improved parts implemented into production.

## Service

1. Confirm that the unwanted sound *is not* caused by loose trim, covers, or other objects (such as keys, change, pens, sunglasses, and etc.) in the vehicle. If the source of the unwanted sound is not coming from the woofer, located in the front door, this TSB does not apply.



**Note:**

This TSB applies only if the damaged speaker is labeled with part number 8W0035415.

2. Replace both front door speaker woofers with part number 8W0035415A.



**Note:**

Both front door speakers must have the same part number. A mixed part number installation is not allowed.

## 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 vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9140		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	<b>Replace One Speaker:</b>		
	Remove and install front speaker	9140 1950	See SRT
	Front door trim panel removed + reinstalled	7059 1900	See SRT
	<b>Replace Two Speakers:</b>		
	Remove and install 2 front speakers	9140 2050	See SRT
	2 Front door trim panels removed + reinstalled	7059 2000	See SRT
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU



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	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2051051/2		

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
8W0035415A	Speaker	Up to 2
See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA

## Additional Information

All parts and service references provided in this TSB (2051051) are subject to change and/or removal.

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