



Technical Service Bulletin

91 Bang & Olufsen: Audio distorted from all input sources

91 20 81 2052251/4 June 25, 2020. Supersedes Technical Service Bulletin Group 91 number 19-78 dated August 14, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, and S4	2017 - 2019	All	Bang & Olufsen
A5, A5 Cabriolet, A5 Sportback, S5, S5 Sportback, RS5, and RS5 Sportback	2018 - 2019	All	Bang & Olufsen

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Added instructions for door woofer and subwoofer replacement) Revised <i>Additional Information</i> (Added TSB reference)
3	08/14/2019	Revised header (Added MY2019)
2	11/29/2018	Revised <i>Warranty</i> (Updated Service Number)

Customer states:

- The audio sounds distorted from the door speakers or the subwoofer.
- The vehicle is equipped with the Bang and Olufsen sound system.

Technical Background

Software parameter allows the speaker to be overpowered, resulting in distortion.



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Production Solution

New software in the sound system control module, J525 (address word 0047) addressed the condition.

Service

1. If the concern is not due to outside influence, continue to Section 1. Outside influence is outlined in TSB 2018187: *91 Sound system: speaker rattles, vibrations or audio interference.*

Section 1: SVM Update Instructions

2. Follow all instructions in TSB 2011732: 00 Software Version Management (SVM), operating instructions.
3. Update the sound system control module, J525 (address word 0047) using the SVM action code as listed in the table below, if necessary:

Model	Old ZDC Number	New ZDC Number	SVM Code Input
A4, A5, A5 Sportback, and A5 Cabriolet	8W0909510A	8W0909510VF	47A006
	8W0909510B		
	8W0909510C	8W0909510F	
	8W0909510D		
	8W0909510E		
	8W0909510F		
	8W2909510A	8W2909510VC	
	8W2909510B		
	8W2909510B	8W2909510C	
	8W5909510A	8W5909510D	
	8W5909510B		
	8W5909510C		

3. Following SVM update, recheck system. If concern is still present after SVM update:
 - If concern is related to the subwoofer, continue to Section 2.



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- If concern is related to the front door speakers, continue to Section 3.
- If concern is identified as another source, continue outside of this TSB.

Section 2: Subwoofer

If the source of the distortion is identified as a subwoofer with part number 8W9.035.382.C:

4. Replace the subwoofer
5. Continue to Section 3.

Section 3: Front door woofers (left and right)

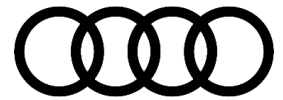
4. If the source of distortion is identified as a woofer with part number 8W5.035.297 replace both the driver and passenger door woofers.



Tip: Due to the differences between the updated woofer and the original woofer it is not permissible to have unmatched woofer between doors. Therefore, replace the affected woofer in both the left and right front doors.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	Based On Customer Statement:		
	Rear Speaker	9142	
	When Claimed With Section 02:		
	Front Speaker	9140	
	When Claimed With Section 03:		
	Subwoofer	9136	
Damage Code:	0040		
Labor Operations:	Section 01:		



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	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Section 02:		
	Sub-woofer remove + reinstall	9136 19xx	See SRT with associated operations
	Section 03:		
	Remove and install 2 door trims	7059 2000	See SRT with associated operations
	Remove and install front 2 speakers	9140 2050	See SRT with associated operations
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2052251/4		

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
8W5035297A	Woofers (Front door, left and right)	02
8W9035382C	Subwoofer	01



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Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2018187, *91 Sound system: speaker rattles, vibrations or audio interference.*
- TSB 2011732, *00 Software Version Management (SVM), operating instructions.*

All part and service references provided in this TSB (2052251) 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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