

BOSE Poor Sound Quality

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
911	As of 2022 up to 2024	992	N/A	9VL (BOSE® Surround Sound System)

Revision History

Revision	Release Date	Changes
0	September 26, 2023	Original document
1	October 6, 2023	Update of Technical Background & Service Information

Condition

Customer complains of a scratching or roaring from the front door panel.

Technical Background

Due to a manufacturing error, there are too tight tolerances in the front door speaker (**BOSE**) causing poor sound quality. To prevent the roaring or scratching noises from the speaker, it is advised to have the setting "**Linear**" turned on within the sound system settings of the PCM.

Service Information

1. Verify the sound system is **BOSE**.
2. Using GFF, verify the concern is isolated to the specified conditions described above.
3. Under sound system settings, turn on "Linear" by having the box checked off (Reference Figure 1).
4. Check sound quality of audio system.

This ATI will be updated once a hardware and software solution has been released.

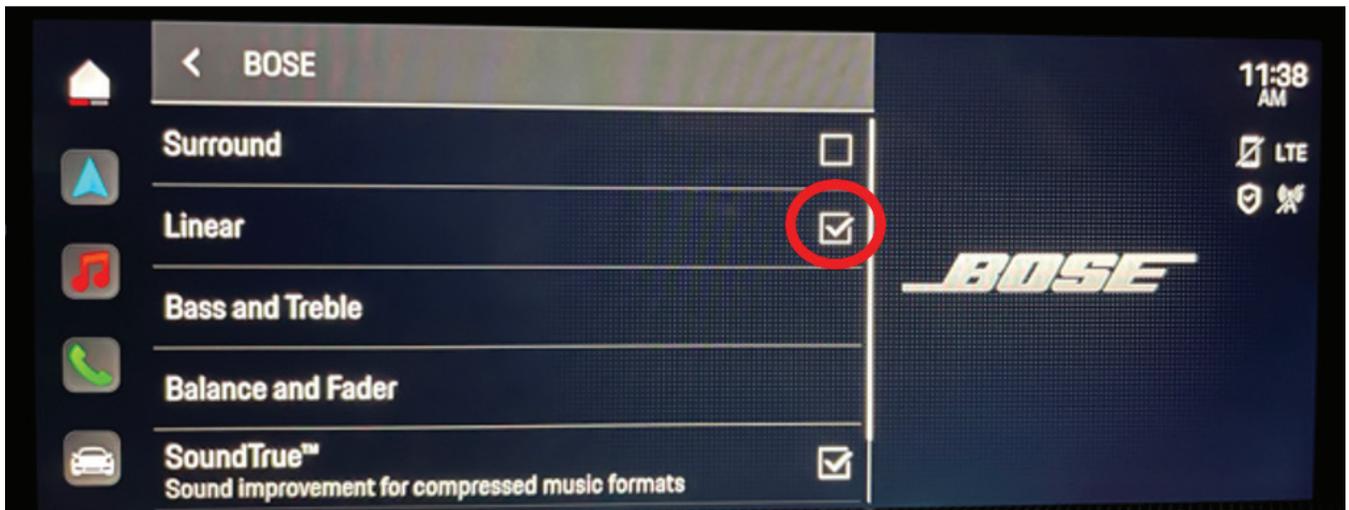


Figure 1 - BOSE settings

Search Items

992, 911, Bose, Sound, Audio

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