

# Technical Service Bulletin



## 91 Sound system: speaker rattles, vibrations, or audio interference

91 13 02 2018187/7 August 30, 2013. Supersedes Technical Service Bulletin Group 91 number 11-20 dated October 21, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2003-2014	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised header data (Added model years) Revised <i>Condition</i> (Clarified description) Revised <i>Technical Background</i> (Clarified description) Revised <i>Service</i> (Clarified steps)
6	10/21/2011	Revised header data (Added model years)
5	8/20/2010	Revised header data (Added model year 2011) Revised <i>Warranty</i> Revised <i>Service</i> (Clarified steps)

Customer may report that cracking, grinding, rattling, humming, whining, or similar interference is coming from one or more speakers.

## Technical Background

- Parts of the speakers (such as the brackets, cables, or covers) or parts of the interior fittings (such as door covers, rear shelf, facings, or covers) can vibrate at certain frequencies, causing noises.
- The radio tuner or other control modules may be affected by electromagnetic interference from aftermarket electronic devices.

## Production Solution

Not applicable.

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## Service

1. Confirm that the interference *is not* caused by loose objects (such as keys, CD covers, pens, sunglasses, etc.) in the vehicle.
2. Confirm that the interference *does not* disappear when the trim surrounding the speaker is pushed against the speaker, nor when the speaker is pushed against its mounting.
3. Remove the speaker from its mounting and listen to the speaker isolated from the vehicle:
  - If interference is not heard: check for sources of interference in the cabin fittings. Fix any loose parts, and apply or replace an underlay, as necessary.
  - If interference is heard: check if any aftermarket electrical devices are connected anywhere in the vehicle, or in a 12V power socket. Disconnect power to the device and check if the interference in the speaker is still present. If the interference is no longer present, explain to the customer that certain devices can interfere with the radio tuner.

## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9140, 9142		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Front speaker remove + reinstall (if applicable)	9140 XXXX	See ELSA for applicable labor operation(s)
	Rear speaker remove + reinstall (if applicable)	9142 XXXX	See ELSA for applicable labor operation(s)
<b>Diagnostic Time:</b>	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)		
<b>Claim Comment:</b>	As per TSB #2018187/7		

Claims are subject to review and cancellation for unnecessary speaker replacement.

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.

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## Additional Information

All parts and service references provided in this TSB (2018187) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.