

# Technical Service Bulletin



## 91 BOSE AudioPilot volume fluctuates unnaturally

91 13 71 2029197/4 January 24, 2013. Supersedes Technical Service Bulletin Group 91 number 12-67 dated November 6, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2011-2013	All	BOSE sound system

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Condition</i> (added customer complaint)
3	11/6/2012	Revised <i>Header</i> (added VIN Break)
2	6/25/2012	Revised <i>Production Solution, Service, Warranty, Required Parts and Tools</i>
1	4/3/2012	Original publication

Customer states volume fluctuates unnaturally. This may be described as:

- Significant increases in Bass or Treble levels shortly after startup, in conjunction with Park Aid, or during normal driving.
- Fluctuations in background “hissing” during a phone call.

**Only applies to vehicles equipped with BOSE sound system (PR No. 8RY)**

## Technical Background

Vehicles with a BOSE sound system in conjunction with AudioPilot are equipped with dynamic driving noise compensation. It adjusts playback volume and/or equalization depending on noise inside the vehicle. This function is perceived as a flat increase in volume as the cabin noise increases, usually due to increases in speed. In some vehicles, issues with the vehicle microphones may cause the volume to noticeably change at times when it is not necessary, such as in a parking lot, or when backing out of a driveway.

## Production Solution

New microphones.

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## Service

1. Replace the microphones in the dome light assembly with the revised part number.

## 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>	9157		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Remove/Reinstall Interior dome light	9620 1900	20 TU
	Remove/Reinstall Telephone Microphone	9157 1950	10 TU
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	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 #2029197/4		

## Required Parts and Tools

Part Number	Part Description	Quantity
8E0862373A	Revised Telephone Microphones	1

## Additional Information

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