

Technical Service Bulletin



91 Sound cuts out above 6 mph with Audi concert radio and without Bang & Olufsen

91 14 25 2032966/5 February 13, 2014. Supersedes Technical Service Bulletin Group 91 number 13-00 dated August 13, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2013	All	Audi concert radio without Bang & Olufsen
A5	2013		
Q5	2013		

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised title Revised <i>Service</i> (Updated step 1) Revised <i>Warranty</i> (Updated TUs for GFF)
4	8/13/13	Revised <i>Service</i> (Updated step 7)
3	3/29/13	Revised <i>Service</i> (added SVM action code) Revised title
2	3/7/13	Revised <i>Service</i> (added procedure steps)
1	2/7/13	Original publication

- There is no sound (from all audio sources) when vehicle is operated above 6 to 10 mph. When the ignition is cycled and the vehicle is stationary, the audio will work until the vehicle is driven again.
- Only vehicles with Audi concert radio (PR **8UQ**) and standard sound system (PR **9VD**) are affected.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

1. For allroad and Q5, check Elsa to determine if **Update 91L3** applies:
 - If **91L3** applies, do not perform this bulletin. Perform **91L3** instead.
 - If **91L3** does not apply, proceed to step 2.
2. Check for and clear stored DTCs in the amplifier (digital sound system control module), J525 (address word 47).
3. Perform Software Version Management (SVM) action code: **19A005**.
4. Disconnect scan tool, turn ignition off, lock vehicle, and wait for communication bus to fall asleep.
5. Attempt to duplicate customer's original concern.
6. If the issue is still present, contact the Technical Assistance Center for further troubleshooting assistance. Attach the GFF scan and specified/actual comparison.
7. Before releasing the vehicle, verify that no DTCs are stored in the amplifier.
8. Explain to customer that there is not a hardware defect with the vehicle. Replacing components related to the audio system will not cure the issue.



Tip: The SVM Process must be completed in its entirety so that the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9130		
Damage Code:	0040		
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 30 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)		
Claim Comment:	As per TSB #2032966/5		

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.

Additional Information

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

- TSB 2011732 *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2032966) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.