



Technical Journal

TITLE:

Crackling sound from the B&W front door midrange speaker

REF NO: TJ 33419.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2018-02-09	STATUS DATE: 2018-02-19
FUNC GROUP: 3953	FUNC DESC: Loudspeaker; loudspeaker cables	Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
TJ 33419 screw.jpg	0.1807 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
246							2018-2018		-	201717-201816

CSC Customer Symptom Codes

Code	Description
FW	Speakers/Crackly sound
FY	Speakers/Distorted sound

VST Operation Number

VST Operation Number	Description
39528-2	Loudspeaker, side door front

DTC Diagnostic Trouble Codes

Text



DESCRIPTION:

Vehicles with Bowers & Wilkins (B&W) Premium Sound may exhibit a crackling sound from the front door midrange speaker.

SERVICE:

Please remove the front door midrange loudspeaker in accordance with VIDA instructions. The speaker must be inspected from the rear side of the woofer cone.

Check for a screw stuck between the membrane and spider-cage assembly. See attached picture, "TJ 33419 screw.jpg".

The screw may be possible to remove with long nose pliers without damaging the membrane or spider surfaces. If the membrane or spider surfaces are damaged, please replace the loudspeaker.

A magnetic sleeve was introduced into the supplier assembly process during 2018w05 to reduce the possibility for this issue.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect **or if the structure week of the vehicle is beyond 201805**. Please attach a photo of the speaker with the screw if possible. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 3953.

To view TJ attachment continue to next page. This TJ has one attachment.

