



Technical Service Bulletin

91 Bang & Olufsen: Audio distorted from all input sources

91 19 78 2052251/3 August 14, 2019. Supersedes Technical Service Bulletin Group 91 number 18-20 dated November 29, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017 - 2019	All	With Bang & Olufsen
A5, A5 Cabriolet, and A5 Sportback	2018 - 2019	All	With Bang & Olufsen

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added MY2019)
2	11/29/2018	Revised <i>Warranty</i> (Updated Service Number)
1	08/24/2018	Initial publication

Customer states:

- Audio sounds distorted from door speakers or subwoofer.
- The vehicle is equipped with the Bang and Olufsen sound system.

Technical Background

Software parameter allows the speaker to be overpowered, resulting in distortion.

Production Solution

New software in the sound system control module, J525 (address word 0047) addressed the condition.

Service

SVM Update Instructions



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1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the sound system control module, J525 (address word 0047) using the SVM action code as listed in the table below, if necessary:

Model	Old ZDC Number	New ZDC Number	SVM Code Input
A4, A5, A5 Sportback, and A5 Cabriolet	8W0909510A	8W0909510VF	47A006
	8W0909510B		
	8W0909510C	8W0909510F	
	8W0909510D		
	8W0909510E		
	8W0909510F		
	8W2909510A	8W2909510VC	
	8W2909510B		
	8W2909510B	8W2909510C	
	8W5909510A	8W5909510D	
	8W5909510B		
	8W5909510C		

3. Following SVM update, recheck system. If the concern is still present, perform diagnostics outside of this TSB.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 	
Service Number:	Based On Customer Statement:	
	Front Speaker	9140
	Rear Speaker	9142



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	Subwoofer	9136	
Damage Code:	0040		
Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2052251/3		

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 (2052251) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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