



Technical Service Bulletin

91 Bang & Olufsen: Audio distorted from all input sources - TT

91 19 20 2058094/1 December 18, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT, TTS, and TTRS	2016 - 2020	All	Bang & Olufsen

Condition

Customer states:

- The audio sounds distorted.

Workshop findings:

- Poor audio reproduction from one or more of the door speakers.
- The condition can be reproduced on multiple sources.

Technical Background

It is possible for the speaker to fail under high demand.

Production Solution

An improved speaker has been implemented into production.

Service

1. Ensure the concern is not due to outside influence, as outlined in TSB 2018187: *91 Sound system: speaker rattles, vibrations or audio interference.*
2. If the source of distortion is identified as a speaker with part number 8S0 035 297 or 8S0 035 298, replace both the driver and passenger door speakers.



Tip: Due to the differences between the updated speaker and the original speaker it is not permissible to have unmatched speakers between doors. Therefore, replace both speakers.



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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:	9140		
Damage Code:	0020		
Labor Operations:	Front loudspeakers remove + reinstall	9140 2052	See SRT
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2058094/1		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
8S0035298A	Speaker (Right)	01
8S0035297A	Speaker (Left)	01
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

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

- TSB 2018187, *91 Sound system: speaker rattles, vibrations or audio interference.*

All parts and service references provided in this TSB (2058094) are subject to change and/or removal.



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