



Technical Service Bulletin

91 Sound system: speaker rattles, vibrations or audio interference

91 20 39 2018187/11 February 20, 2020. Supersedes Technical Service Bulletin Group 91 number 18-92 dated April 23, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2003 - 2021	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
11	-	Revised header (Added MY2021) Revised <i>Warranty</i> (Removed)
10	04/23/2018	Revised header (Updated Elsa display and added model years) Revised <i>Warranty</i> (Added Claim Types)
9	06/30/2015	Revised header data (Added model years)

Customer states:

- A cracking, grinding, rattling, humming, whining, or similar interference is coming from one or more speakers.

Technical Background

- Parts of the speakers (such as the brackets, cables, or covers) or parts of the interior fittings (such as door covers, rear shelf, facings, or covers) can vibrate at certain frequencies, causing noises.
- The radio tuner or other control modules may be affected by electromagnetic interference from aftermarket electronic devices.

Production Solution

Not applicable.

Service



Technical Service Bulletin

1. Confirm that the interference *is not* caused by loose objects (such as keys, CD covers, pens, sunglasses, etc.) in the vehicle.
2. Confirm that the interference *does not* disappear when the trim surrounding the speaker is pushed against the speaker, nor when the speaker is pushed against its mounting.
3. Remove the speaker from its mounting and listen to the speaker isolated from the vehicle:
 - If interference is not heard: check for sources of interference in the cabin fittings. Fix any loose parts, and apply or replace an underlay, as necessary.
 - If interference is heard: check if any aftermarket electrical devices are connected anywhere in the vehicle, or in a 12V power socket. Disconnect power to the device and check if the interference in the speaker is still present. If the interference is no longer present, explain to the customer that certain devices can interfere with the radio tuner.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2018187) 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.

©2020 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.