



# Technical Service Bulletin

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## 91 Sound system: A-pillar speaker rattle, vibration or poor audio reproduction

91 20 55 2059143/1 April 8, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2019	All	Not Applicable

## Condition

### Customer states:

- Audio coming from the area of the A-pillar sounds distorted.

### Workshop findings:

- Poor audio reproduction, buzzing, or vibration from the A-pillar area.

## Technical Background

Tolerance between the speaker and harness connector is too high, creating unwanted vibration.

## Production Solution

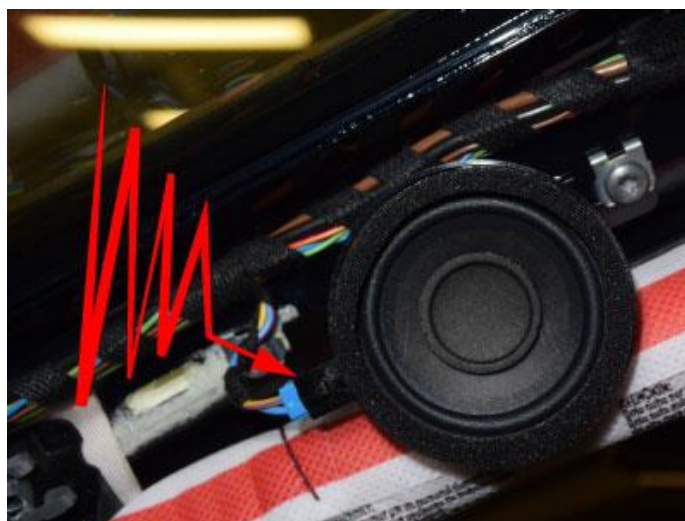
Improved connector.



# Technical Service Bulletin

## Service

1. Verify that the noise is coming from the electrical connector at the A-pillar speaker (R276 or R277) (Figure 1).



**Figure 1.** Unwanted noise at the A-pillar speaker's electrical connection.

2. Ensure fasteners are properly torqued to 3.0Nm.
3. Update connector at speaker with improved connector 4B0 971 832 A.



**Tip:** see table below for connector information.

Connector Overview		
Part Number	Use	Color
8W0-971-832	Original (do not use)	Blue
8W0-971-832	Original Spare Part (do not use)	Black
4B0-971-832-A	Updated Spare Part	Brown



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## Warranty

<b>Claim Type:</b>	Use applicable claim types. If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9709		
<b>Damage Code:</b>	0018		
<b>Labor Operations:</b>	<b>One side only:</b>		
	Remove and install A-pillar trim	7057 1900	See SRT
	Modify central wiring harness	9709 4999	15 TU
	<b>Both sides:</b>		
	Remove and install 2 A-pillar trims	7057 2000	See SRT
	Modify central wiring harness	9709 4999	25 TU
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB #2059143/1		

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
4B0971832A	Flat contact housing with contact locking mechanism	02 (Max)
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

## Additional Information

All parts and service references provided in this TSB (2059143) are subject to change and/or removal.



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