



Technical Service Bulletin

91 Bang & Olufsen: Scraping noises from the woofer door speaker with bass-heavy songs

91 20 85 2046489/4 July 13, 2020. Supersedes Technical Service Bulletin Group 91 number 18-90 dated April 23, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT, TTRS	2015 - 2019	All	With Bang & Olufsen
TT, TTRS	2020	000000 - 900501 Or 000000 - 003335	With Bang & Olufsen

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Added MY19, MY20, and VIN breaks) Revised <i>Technical Background</i> (Updated information) Revised <i>Production Solution</i> (Updated improvement date) Revised <i>Service</i> (Updated repair instructions) Revised <i>Warranty</i> (Updated Labor Operations) Revised <i>Additional Information</i> (Added TSB reference)
3	04/23/2018	Revised title Revised <i>Warranty</i> (Updated Labor Operations)
2	11/16/2017	Revised header (Added model years and VIN breaks) Revised <i>Technical Background</i> (Updated information) Revised <i>Production Solution</i> (Updated improvement date) Revised <i>Service</i> (Updated repair instructions) Revised <i>Warranty</i> (Updated Labor Operations)

Customer states:

- Poor audio reproduction or speakers sound blown.

Workshop findings:

- Unwanted scraping type noises are coming from the woofer speakers located in the doors.



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Technical Background

The woofer speaker can have a hardware restriction which causes a noise similar to a blown speaker. Additionally, a software improvement is available for the sound amplifier for this condition.

Production Solution

Improved woofer speaker in the driver and passenger door and new Target Data Container (ZDC) update in the sound system control module, J525 (address word 0047) addressed the condition.

Service

1. Follow TSB 2018187: *91 Sound system: speaker rattles, vibrations or audio interference* and ensure there are no outside influences that can be removed to fix the concern. If the concern is due to outside influence, this TSB does not apply.

Section 1: SVM Update Instructions

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

Model	Old Target Data Container Number	Old Target Data Container Version	New Target Data Container Number (or higher)	New Target Data Container Version (or higher)	SVM Code Input
TT	8S0909510C	*	8S0909510C	0013	47A005

4. If the noise persists after performing the SVM Update in Section 1, and the root cause is identified as the woofer speaker in either the drivers or passenger then continue to Section 2. Otherwise, continue repairs outside of this TSB.

Section 2: Noise persists after SVM Update

5. Inspect the woofer speaker of both the driver and passenger doors.
6. If part number 8S0 035 298 or 8S0 035 297 is found, replace both woofers with part numbers 8S0 035 297 A and 8S0 035 298 A.



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Tip: A mixed installation between updated speakers is not allowed and will cause damage to the system.

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:	0040		
Labor Operations:	Section 1		
	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Section 2		
	Remove and install 2 front speakers	9140 2052	See SRT
	Check 2 front speakers	9140 0299	10 TU
Diagnostic Time:	GFF	0150 0000	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 #2046489/4		

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.



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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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
8S0035297A	Woofers Drivers Door	As Needed
8S0035298A	Woofers Passenger Door	As Needed

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.*
- TSB 2011732, *00 Software Version Management (SVM), operating instructions.*

All part and service references provided in this TSB (2046489) are subject to change and/or removal.

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