



Technical Service Bulletin

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

91 20 45 2059143/2 December 16, 2020. Supersedes Technical Service Bulletin Group 91 number 20-55 dated April 8, 2020 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Added Claim Types and updated Labor Operations)
1	04/08/2020	Initial publication

Customer states:

- The 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.



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Service

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

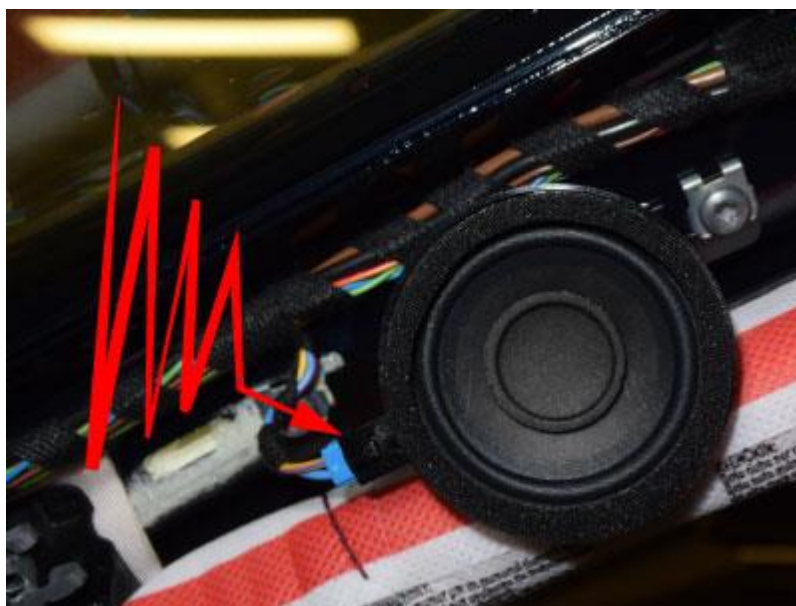


Figure 1. Unwanted noise at the A-pillar speaker's electrical connection.

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



Tip: See the 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

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:	9709		
Damage Code:	0018		
Labor Operations:	One side only:		
	Remove and install A-pillar trim	7057 1900	See SRT with associated operations
	Modify central wiring harness	9709 4999	20 TU
	Both sides:		
	Remove and install 2 A-pillar trims	7057 2000	See SRT with associated operations
	Modify central wiring harness	9709 5099	30 TU
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 #2059143/2		

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
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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