



# Technical Service Bulletin

---

## 91 Sound system: Front door speaker rattle, vibration or poor audio reproduction

91 21 19 2064182/1 August 5, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, SQ7	2017 - 2021	All	Bang & Olufsen

## Condition

### Customer states:

- Distorted audio from low range speakers in one, or both front doors.

### Workshop findings:

- Speaker with part number 4M0 035 415 is the root cause of the distortion.

## Technical Background

Improved design.

## Production Solution

Improved design.

## Service

If speaker with part number 4M0 035 415 is the root cause of the customer concern, replace both left and right doors with part number 4M0 035 415 A. It is required that **both** speakers have the same part number.

## Warranty

Claim Type:	<ul style="list-style-type: none"><li>• Use applicable claim types.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>
Service Number:	9140
Damage Code:	0020



# Technical Service Bulletin

<b>Labor Operations:</b>	Remove and install 2 loudspeakers	9140 2099	110 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 #2064182/1		

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
4M0035415A	Woofers	02

## Additional Information

All parts and service references provided in this TSB (2064182/1) are subject to change and/or removal.

©2021 Audi of America, Inc. All rights reserved. The 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.