



# Technical Service Bulletin

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

91 21 23 2064182/2 August 19, 2021. Supersedes Technical Service Bulletin Group 91 number 21-19 dated August 5, 2021 for reasons listed below.

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

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Corrected Elsa display issue) Revised <i>Warranty</i> (Added Claim Types)
1	08/05/2021	Initial publication

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



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## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	9140		
<b>Damage Code:</b>	0040		
<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 #2064182/2		

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.

## 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	Woofer	02

## Additional Information

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

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