

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q7, and Q8	2019 – 2026	All	With PR Code: 8RF
SQ7, SQ8, and RS Q8	2020 – 2026		
A7, and S7	2020 – 2025		
RS 6 Avant, and RS 7	2021 – 2026		
A7 e quattro	2021 – 2022		
A8, and S8	2022 – 2026		

Customer states:

Extendible Bang & Olufsen treble loudspeaker in dash panel does not extend completely.

Workshop findings:

Front Bang & Olufsen treble loudspeaker 4M0035361A in dash panel does not extend completely. The control motor for the treble loudspeaker does not extend and retract fully. This occurs repeatedly.

Technical Background

The protection function for the treble loudspeaker has been triggered. If pressure is applied to the top of the extendible treble loudspeaker, the mechanical protection function is triggered by the control motor spring. This prevents damage to the treble loudspeaker mechanism.

Production Solution

Not applicable.

Service

To restore the treble loudspeaker to its normal condition, you must carefully pull the treble loudspeaker up by hand until you hear a clicking noise (refer to image). **The component does not need to be removed to do this.** The lifting mechanism should then work as normal.



Pulling treble loudspeaker up

Important general information:

No objects should be placed on the treble loudspeaker when it is retracted, and the lifting mechanism should not be interrupted by applying pressure while it is extending. Otherwise, the protection function for the treble loudspeaker will be triggered to prevent further mechanical damage.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9140		
Damage Code:	0010		
Labor Operations:	Servicing front loudspeaker	9140 4199	20 TU
Claim Comment:	As per TSB 2081826/1		

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.

There is no reason to replace parts or attempt repairs. Unjustified work/replacement parts will be charged back. Invoicing under warranty is not permitted.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Additional Information

All part and service references provided in this TSB (**2081826**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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