



Technical Service Bulletin

BOSE Sound System without function, no sound

91 07 05 2013107/4, Feb. 20, 2007. Supersedes Technical Service Bulletin Group 91 number 06-36 dated Dec. 13, 2006 due to release of new update CD.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2006	All	BOSE Sound System (J525 SW Version 0140)

Condition

A BOSE Sound System-equipped A6 produces noise or no sound in CD and Radio mode.

The Gateway control module may store **DTC 00463/004** for no communication with the BOSE Amplifier J525.

Technical Background

The BOSE amplifier may be stuck in MUTE with the MUTE symbol displayed on the MMI screen. White noise or a high-pitched noise may be another indication of this issue.

The condition can usually be reversed via power supply reset to the amplifier. Only BOSE amplifiers with software version 0140 are affected.

A ring break diagnosis may not identify the amplifier J525 as defective. The VAS Tester may not be able to communicate with the BOSE Amplifier while in this condition.

Production Solution

Improved software.

Service

Verify if the issue is present in all Audio modes.

Reset the BOSE amplifier by disconnecting and then reconnecting the BOSE amplifier connector.



Note:

Ensure that terminal 15 / ignition is turned off before disconnecting the amplifier connector.

If the sound returns or the noise disappears and Software Version 0140 is verified in the BOSE Amplifier J525 (Address word 47), an MMI System - Update has to be performed. Therefore use Update CD **4F0 906 961 AB**, which can be obtained in the ETKA parts catalog.

MMI Update procedure

Technical Service Bulletin

1. Connect a recommended battery charger to the designated charging posts in the vehicle.



Note:

To avoid false readings of the battery manager, don't charge the battery directly at its posts.

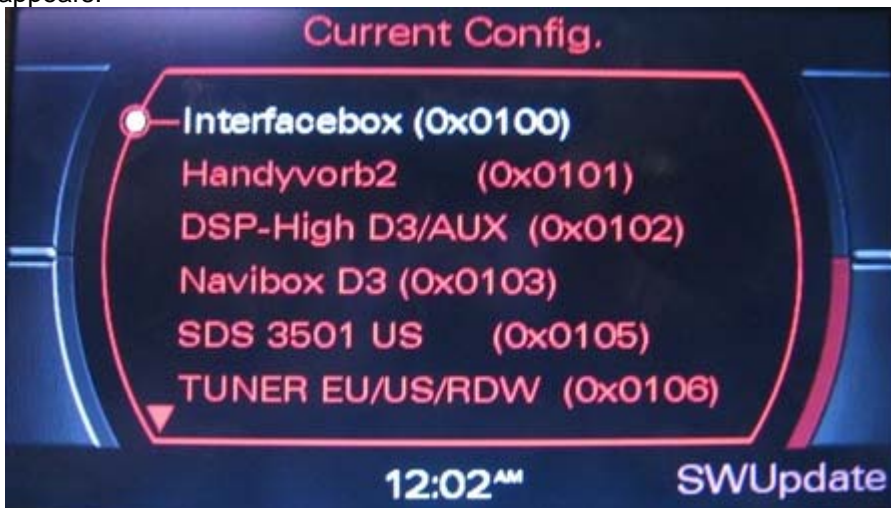
2. Eject possible inserted CDs from the CD changer in the glove compartment and load Update CD **4F0 906 961 AB** in position 1.

3. All sound settings will be set to **default** after the update. Depending on the installed MMI components, further settings (Previous/Memory station list, stored CD name, directory entries and voice recognition name tags) may be lost.



Tip: Write down all settings to restore them after the update. Inform customers that they have to re-record their name tags.

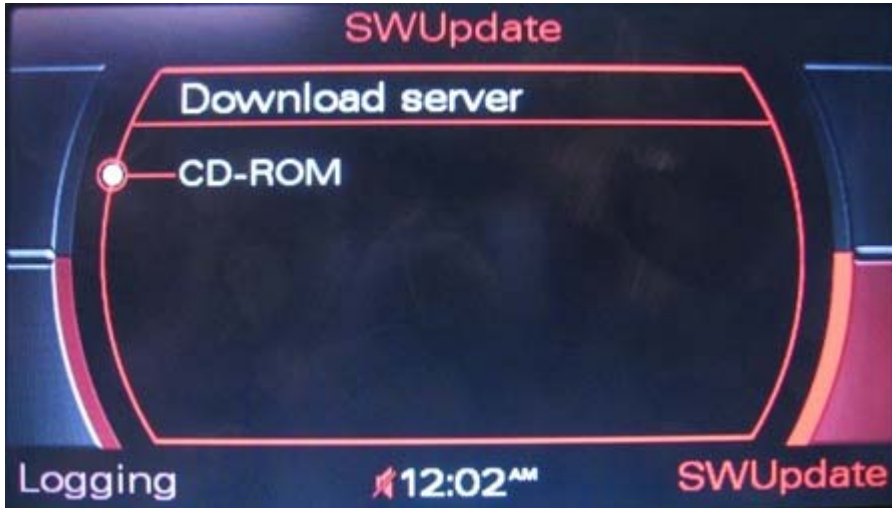
4. Press and hold the MMI Control Head - buttons: **Setup** and **Return** simultaneously until the following screen appears:



5. Press the lower right soft key of the MMI Control Head to enter the **SWUpdate** menu.

Technical Service Bulletin

6. Use the Central Control knob of the MMI Control Head to select **CD-ROM** and then **Standard**.



Technical Service Bulletin

7. The screen below, which may take a few seconds to appear, shows the current software status of the MMI component in comparison to the inserted Update CD.

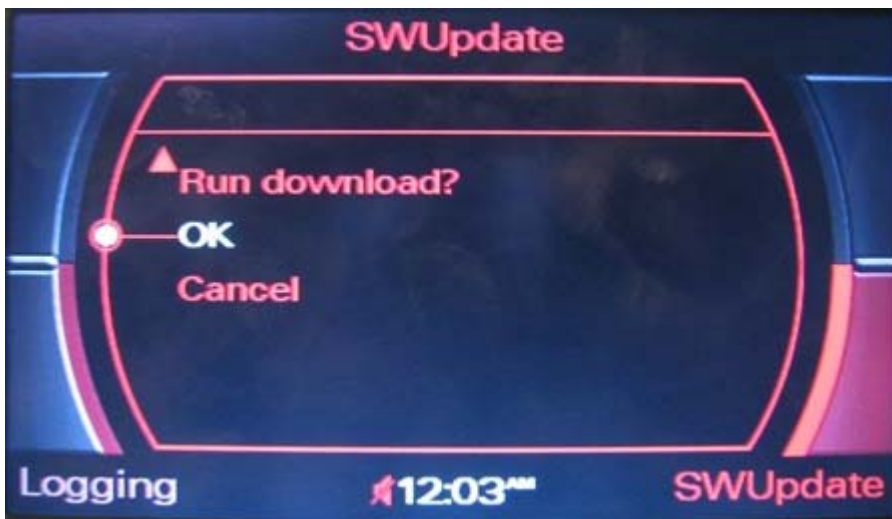
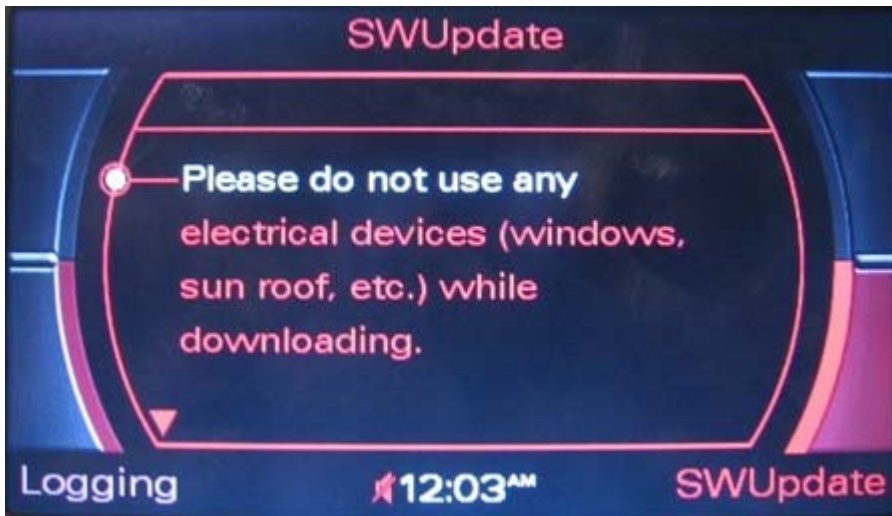


8. Scroll down the component list with the Central Control knob and select **Start download**.

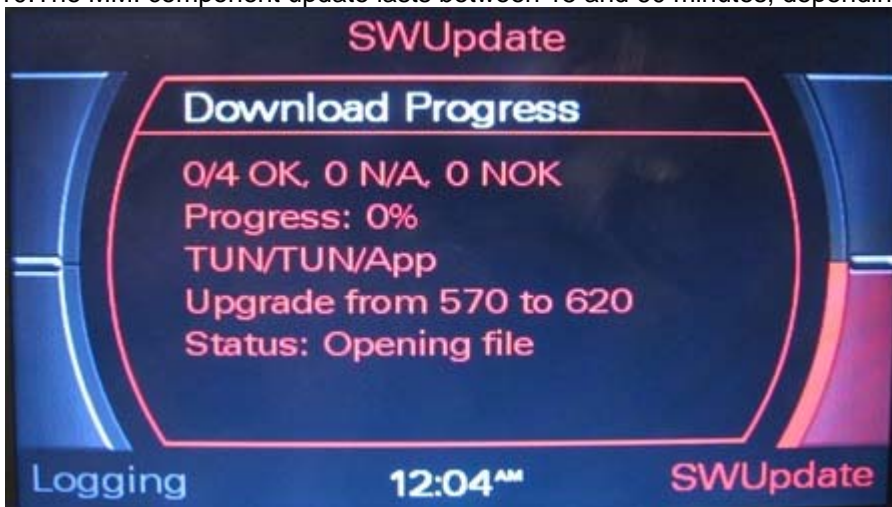


9. Note and obey the displayed message to avoid component breakdowns, and scroll down the screen to accept the following update with **OK**.

Technical Service Bulletin



10. The MMI component update lasts between 15 and 60 minutes, depending on the installed components.



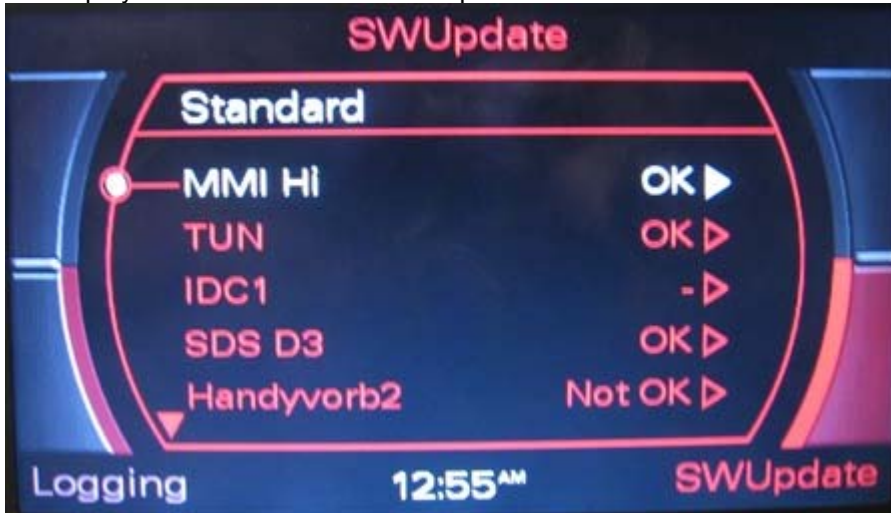
Technical Service Bulletin

11. After initialization of the updated components, the following screen (or a similar one) appears.



Note:

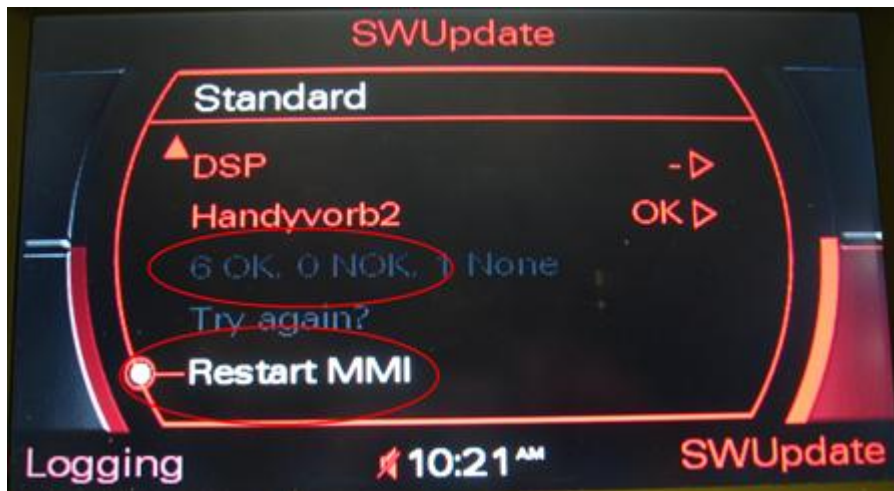
The displayed status **Not OK** and - is update-related and not a fault. Please ignore and proceed.



If you scroll down the component list you may encounter, that not all necessary component updates were performed in the first step (e.g. 1 NOK). In this case, select **Try again** to perform the missing component update.



If all necessary components are updated (0 NOK) select **Restart MMI** to reset the MMI system.



12. Eject Update CD 4F0 906 961 AB and re insert removed CD's, if applicable

13. Connect the VAS Tester to the vehicle and erase all sporadic fault codes

14. Select **07 - Display/control unit** and add **32** to the adaptation value of adaptation channel 2. The battery charge status will then be displayed again.



Note:

The battery charge display in the CAR menu is off by default with the new software.

15. Perform the required **SVM Update** using action code **NA4FK730**

For further SVM update instructions and troubleshooting, please refer to the *SVM Operating Manual; ElsaWeb TSB 2011732*.

Warranty



Technical Service Bulletin

When procedure applies to vehicles within the New Vehicle Limited Warranty, use the following:			
Claim Type:	W2		
Part Identifier:	9144		
Damage Code:	9144 039 001 1		
Labor Operations:	9144 25 99	MMI Zug update <i>without</i> telephone transceiver R36	100 TU
	9144 26 99	MMI Zug update <i>with</i> telephone transceiver R36	150 TU
Diagnostic Time:	Diagnostic time reimbursement follows guidelines printed in Section 2.2 of the Audi Warranty Policies and Procedures Manual		
Claim Comment:	As per TSB #2013107/4		
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.			

Required Parts and Tools

Part Number	Part Description	Quantity
4F0 906 961 AB	Update CD MMI	1

All part and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

