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REPAIR INFORMATION[Lifestyle® Systems](#)[Cinamate® Systems](#)[Acoustic Wave® Music System](#)[Bose® Wave® Radio](#)[VideoWave™](#)[321® Home Entertainment Systems](#)[Lifestyle® Music Centers](#)[Powered Bass Modules](#)[Powered Speakers](#)[Acoustimass® Speakers](#)[SoundDock](#)[SoundTouch](#)[SoundLink](#)["01" Speakers](#)[Environmental Speakers](#)["001" Speakers](#)["Point" 2 Speakers](#)[RoomMate® Speaker](#)[Car Stereo](#)[Headphones](#)[Multimedia](#)[Miscellaneous Products](#)[Built-INvisible® Product](#)[Professional Products](#)[Bose Ride® System](#)**Service Bulletin: 124797-B1****Product: 802[□], 402[□] and 502[□] BP Loudspeaker****Subject: Intermittent 1/4" jack**

Symptom: Intermittent connection at the 1/4" jack.**Reason:** The 1/4" jack has a low retention force.**Solution:** Replace the 1/4" jack with the new 1/4" jack, part number **191959**.

The 1/4" jack in the 802, 402 and 502BP can become intermittent. The 1/4" jack should be replaced with the 1/4" jack part number 191959, which has improved retention. Connect the loudspeaker's hot wire to both of the center connectors on the new 1/4" jack. Refer to the Service Manual 124797 (802) or 121522 (402) or 170310 (502BP) for disassembly procedures.

Note: To gain access to the 1/4" jack in the 802, remove the middle four drivers on the 802. Cut the acoustic foam padding down the center and spread it apart. Desolder the wires attached to the jack and remove the washer and the nut that secures the jack to the cabinet. Secure the new 1/4" jack to the cabinet with the nut and washer removed previously. Carefully lower the soldering iron into the cabinet and attach the wires to the replacement jack. Reposition the acoustic foam and replace the four drivers.