

## Field campaign

<b>Topic</b>	Premium audio – amplifier – bass function check (SC14/06)
<b>Market area</b>	Worldwide Bentley (1WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2036964/1
<b>Campaign number</b>	EA06
<b>Note</b>	
<b>Type</b>	Workshop campaign
<b>US code</b>	

## Vehicle data

### Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4W21*	2014	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	**	*	*	*	*	084021	096342		

## Documents

Document name
master.xml
master.doc

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## Notes

▫ [Repair instructions](#)

### Technical background

An electrical link located inside the premium audio amplifier may have been omitted when this is the case the bass response of the system is reduced

### Remedy

A test CD is used to check the audio system. Systems found to be out of specification will require a replacement audio amplifier.

The replacement audio amplifier is not expected to be available until early 2015. Therefore until that time test each applicable vehicle. Where the amplifier is found to be functioning correctly apply the blue campaign completion mark to the front face of the audio amplifier adjacent to the starter battery (see Figure 10).

If a vehicle is found to have a defective amplifier apply a red identification mark to the front face of the audio amplifier, record this vehicle details in your dealer management system and inform the owner that the vehicles audio system, specifically in bass performance, is not to specification. State that a new amplifier is specified and will be fitted free of charge at the owners convenience once the new part becomes available, this is expected to be early 2015.

### Customer notification

Customers do not need to be informed directly of this campaign. Please ensure vehicles are checked during a service visit. You should also inform your new and used car sales departments so that the vehicles affected can be checked immediately (and not just before sale)

### Warranty accounting instructions

#### Audio bass test only

Warranty Type 710 or 910

Labour Operation Code 91 44 01 00

Damage Service Number EA06

Damage Code 00 66

Time 20 time units

Criteria ID 01

### Genuine parts

Old Part number	New Part number	Description	Quantity
4W0035466	4W0035466A	Amplifier	1
N/A	WT 10332	Bass test CD	1 per dealer supplied as workshop tool

### Parts supply

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley Parts distribution centre.

**Although the replacement amplifier is not expected to be available before January 2015, please place an amplifier parts order for each specific car found to have a defective units this will enable Bentley to secure sufficient new parts to meet this demand at the time the new amplifier is made available.**

Please place Stock orders, if required, via the POPIMS system in the normal manner noting the following:

On the order header page (PD02)

- In the "customer order no" field please use the reference SC14/06
- Please check the "special instructions req" flag to Y
- When presented with screen PC13, please populate the section "Special dispatch instructions" with the full 17 digit VIN number\*.

**Note: \*Failure to provide this information will result in cancelation of your order and a request for you to re-submit.**

### Parts despatch control

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## Repair instructions

▫ [Notes](#)

### Technical background

An electrical link located inside the premium audio amplifier may have been omitted when this is the case the bass response of the system is reduced

## Check

If the vehicle is not already listed as required in the "Repair History" (ElsaPro), check for the presence of a blue or red paint identification mark on the amplifier (see Figure 10), should neither be evident carry out the required work in accordance with these instructions

## Genuine parts

Old Part number	New Part number	Description	Quantity
4W0035466	4W0035466A	Amplifier	1
N/A	WT 10332	Bass test CD	1 per dealer supplied as workshop tool

## Work

### Audio bass test

1. Position car in a quiet area of the workshop or preferably outside. Test should be performed with the engine running to ensure good system voltage



Figure 1

2. Select Tone (see Figure 1)



Figure 2

3. Select Treble-Mid-Bass (see Figure 2)



Figure 3

4. Set the three levels to middle position (see Figure 3)
5. Select return –A- (see Figure 3)
6. Select Balance - Fader –B- (see Figure 2)



Figure 4

7. Set balance to centre of cabin using middle button (see Figure 4)

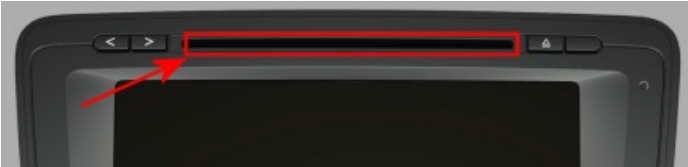


Figure 5

8. Insert test CD (part number WT 10332) into the infotainment system disc slot (see Figure 5)



Figure 6

9. Set audio output to middle position (see Figure 6)
10. Play the test CD to understand good and defective amplifier bass test. The CD contains three tracks. Track 1 is the 25 Hz test frequency used to perform the test. Track 2 demonstrates the audio expected when the test frequency is paused on a car fitted with a good amplifier. Track 3 demonstrates the audio expected when the test frequency is paused on a vehicle fitted with a defective amplifier. Use tracks 2 and 3 to tune your ear so you understand the results from both a good and a defective amplifier test.



Figure 7

11. Perform the amplifier bass test. Ensure the Tone settings are as specified above. Select track 1, 25 Hz test signal, whilst playing this frequency pause the track (see Figure 7). At the point of pause the sound decay should be quick and reasonably clean as per sample track 2. If this is the case apply blue campaign identification mark (see figure 10), no further action is required. If at the point of pause the sound decay is extended and grainy as per sample track 3 then the amplifier must be removed and replaced but only when the new amplifier part is available (see section 'Parts supply' above)



Figure 8

12. If confirmation is required, as a secondary check, the bass adjustment should be tested whilst playing a music track rich in bass. During playback adjusting the bass virtual slider from the middle to the high position should result in a significant change to the bass response if this is not the case then the amplifier is suspect (see Figure 8)

### Amplifier to replace



Figure 9

**Note:** For information any amplifiers already fitted to the vehicle during manufacture known to have the correct link fitted and therefore function correctly will have had a green identification mark applied at the factory (see Figure 9)

1. Remove and replace audio amplifier Rep Gr.91 Audio amplifier – To remove and fit
2. On completion apply blue campaign completion mark to the front face of the audio amplifier adjacent to the starter battery (see Figure 10)

### Identification



Figure 10

On completion apply blue campaign completion mark to the front face of the audio amplifier adjacent to the starter battery (see Figure 10)