

Field campaign

Topic	Premium audio – amplifier – bass function check and replace (SC15/03)
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2039525/1
Campaign number	EA24
Note	
Type	Workshop campaign
US code	

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	096272		

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.

Cars previously tested as a result campaign SC14/06, launched prior to amplifier availability, will have resulted in, a blue campaign completion mark to the front face of the audio amplifier where the amplifier was found to be functioning correctly or If a vehicle was found to have a defective amplifier a red identification mark was applied to the front face of the audio amplifier. The marks can be viewed on the amplifier adjacent to the starter battery (see Figure 10).

Therefore any vehicle in the applicable vin list that has a red mark on the audio amplifier or because the car did not have SC14/06 applied has no relevant mark, but is applicable to this campaign, will require this campaign (SC15/03)

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 EA24
 Damage Code 00 66
 Time 20 time units
 Criteria ID 01

Audio bass test and replace amplifier

Warranty Type 710 or 910
 Labour Operation Code 91 44 41 00
 Damage Service Number EA24
 Damage Code 00 66
 Time 90 time units
 Criteria ID 01

Replace amplifier only

Warranty Type 710 or 910
 Labour Operation Code 91 44 19 00
 Damage Service Number EA24
 Damage Code 00 66
 Time 70 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.

Parts despatch control

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 a red or no paint mark be evident then 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

Cars found to have a red paint identification on the amplifier have previously been tested and identified as requiring a replacement amplifier. Refer to **Amplifier to replace** in this document

Cars not yet tested, no red or blue identification, require the following test and if required replacement amplifier

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)

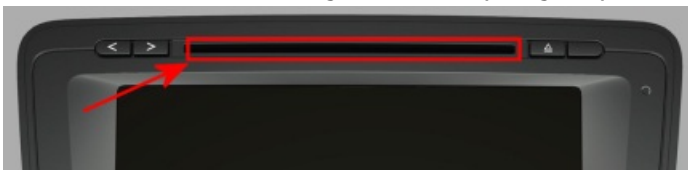


Figure 5

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. Refer to **Amplifier to replace** in this document



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)