

Technical product information

Topic	Audio amplifier inoperative
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2041111/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Audio playback, audio settings -> Audio playback	functionality -> without function / defect	
Information, navigation, communication, entertainment -> Audio playback, audio settings -> Digital Sound Processing (DSP) -> Surround level	functionality -> without function / defect	

New workshop code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Audio, video, television -> Audio amplifier for digital sound package DSP	control units, services -> no bus sleep mode	

Vehicle data

GT and Spur family

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39**	2015	E		*	*	*
39**	2016	E		*	*	*
4W**	2015	E		*	*	*
4W**	2016	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	*	*	048058	052135		

Documents

Document name
master.xml
master.doc

Customer statement / workshop findings

No sound from audio system following a diagnostic sweep of the vehicle

Technical background

Audio amplifiers running software level 31 may become inactive following a routine diagnostic sweep of vehicle systems

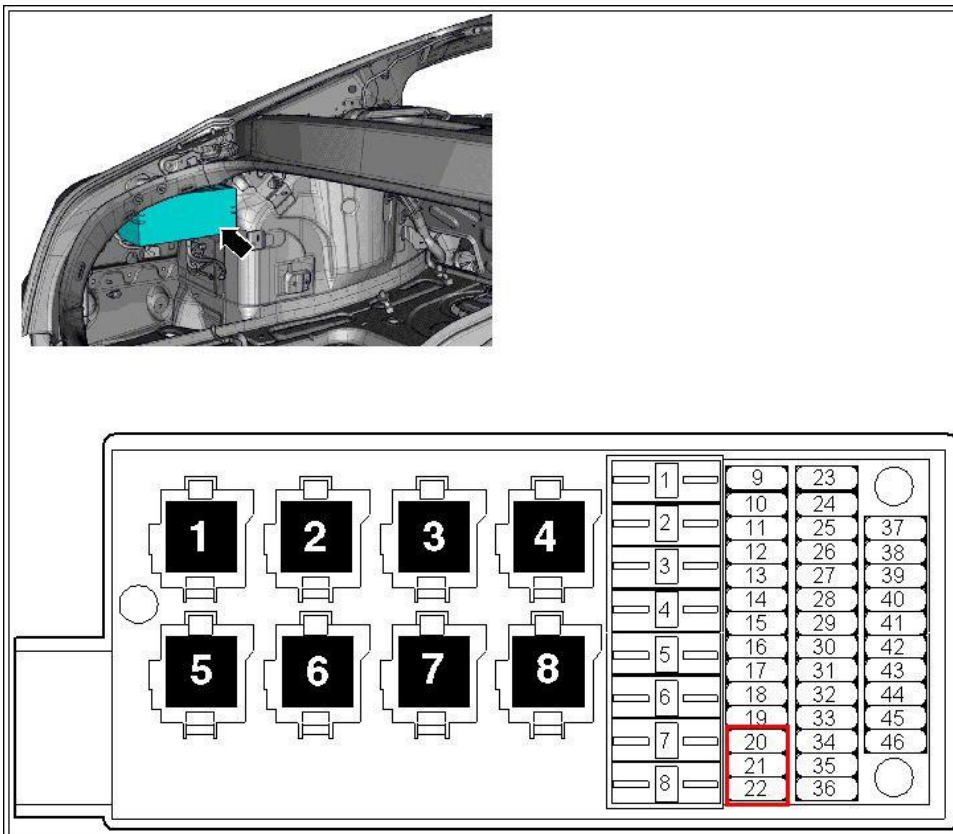
Production change

Revised software is being developed

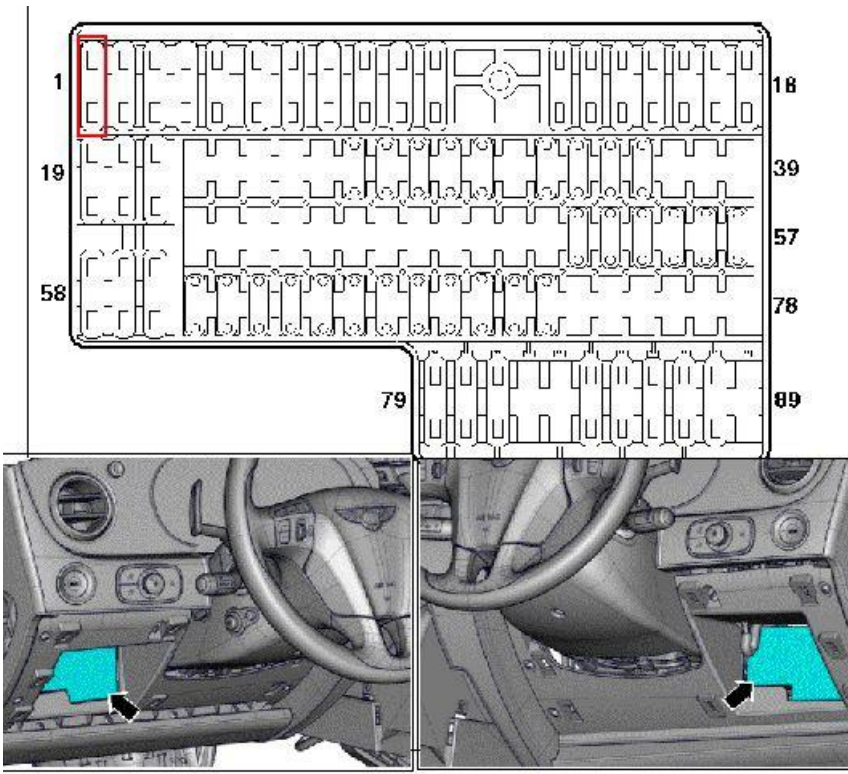
Measure

For GT family

In the event that the audio system fails to function following a diagnostic sweep of the vehicle then perform a hard reset by removing all the following audio amplifier fuses waiting one minute then refitting the fuses



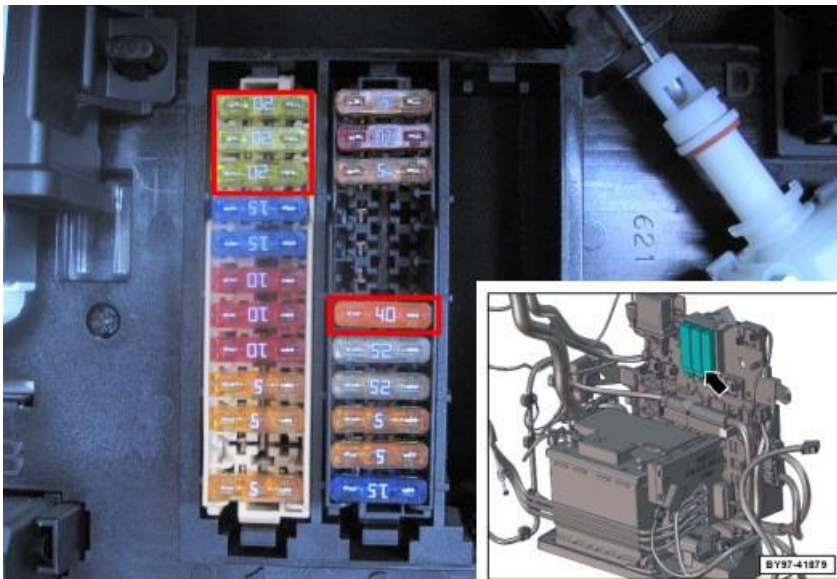
Fuses 20 21 and 22, fuse box SC



and fuse 1, fuse box SB

For Flying Spur

In the event that the audio system fails to function following a diagnostic sweep of the vehicle then perform a hard reset by removing all the following audio amplifier fuses waiting one minute then refitting the fuses



Remove fuse 1 2 3 and 7, fuse box D

Warranty accounting instructions

Warranty Type 110 or 910
 Labour Operation Code 97 92 19 99
 Damage Service Number 97 92
 Damage Code 00 55
 Time 10 TU