

Technical product information

Topic	Audio amplifier failure - water leak
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2044285/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Radio mode -> Select radio mode (RADIO)	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	leaks -> water ingress	

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*
3Y2*	2014	E		*	*	*
3Y2*	2015	E		*	*	*
3Y2*	2016	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	***	**	*	*	C	015209	018999		
SCB	***	**	*	*	C	019680	019941		
SCB	***	**	*	*	C	001000	002469		

Documents

Document name
master.xml

Customer statement / workshop findings

Audio system inoperative or intermittent operation

Technical background

Water entering via fuel filler bowl may contaminate the audio amplifier

Production change

Water deflector fitted

Measure

When an audio amplifier is replaced and its failure is due to water ingress then fit the following water deflector

1. Remove fuel filler bowl – Reference workshop manual – Fuel flap To Remove and Fit Rep. Gr.55



Figure 1

2. Clean surface of inner panel (A) in preparation for affixing water deflector (see Figure 1)
3. Disconnect earth wire (B) from fuel filler neck (see Figure 1)

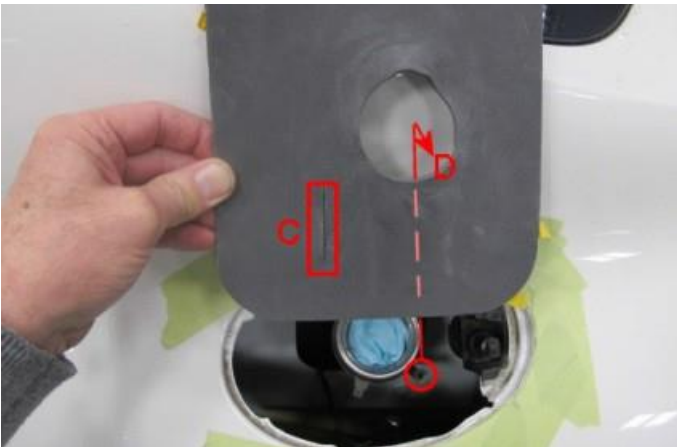


Figure 2

4. Position water deflector (part number 3Y0813725) over filler fuel filler neck, threading the earth wire through slot (C) and the fuel filler drain tube through the main hole at point 'D' (see Figure 2)
5. With the water deflector in position remove adhesive tape backing paper using easy peel off tabs and press water deflector in position to inner panel

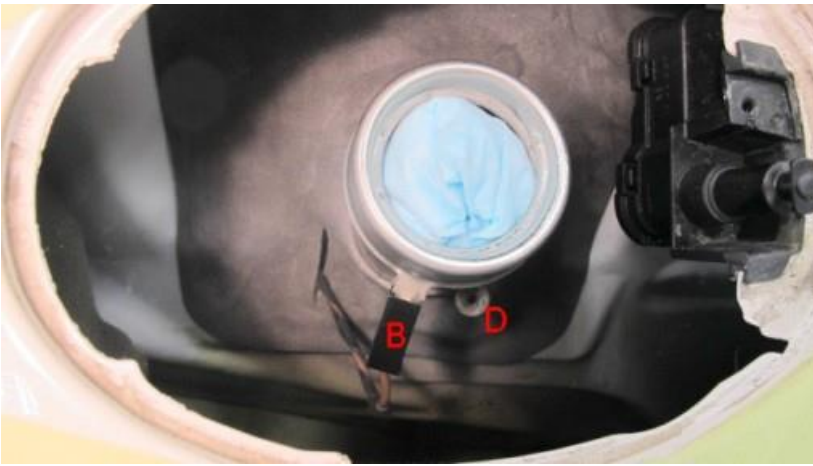


Figure 3

6. Refit earth wire (B) at fuel filler neck (see Figure 3)
7. Refit fuel filler bowl ensuring fuel filler drain tube (D) is reconnected to the fuel filler bowl

Warranty accounting instructions

Normal warranty policies apply

Warranty Type 110 or 910
 Labour Operation Code 55 37 41 01 (for RO open date on or before 7 July 2016)
 55 37 19 99 (for RO open date after 7 July 2016)
 Damage Service Number 55 37
 Damage Code 00 50
 Time 20TU

Parts information

Part number	Description	Quantity
3Y0813725	Water deflector	1