

Technical Service Bulletin

Topic	Abnormal sound issues from front shaker speaker/s
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2055644/1
Level	EH
Status	Released for publishing
Release date	Aug 21, 2019

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> seats, seat bench, arm rests, 1st row -> seat frame, 1st row	noises, vibrations -> chattering	left
body attachments and installations -> seats, seat bench, arm rests, 1st row -> seat frame, 1st row	noises, vibrations -> chattering	right
information, navigation, communication, entertainment -> radio operation	noises, vibrations	

Vehicle data

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*

PR numbers

PR numbers
?:with 9VL

Documents

Document name
master.xml

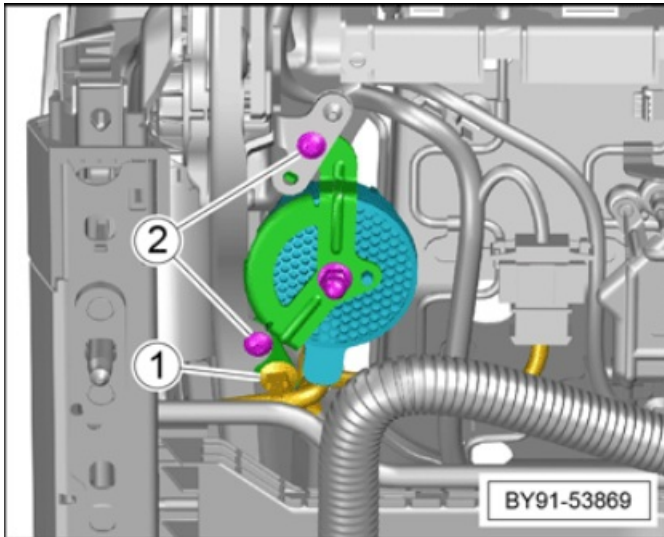
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Condition

Abnormal sounds from under the front drivers and/or passengers seat when music is being played through the infotainment system.

Technical Background

Abnormal sounds transmitted from front shaker speaker/s (PR code 9VL only).



Production Solution

New software introduced in production from VIN SCBDD33S3KC073890.

Service

Software version management

The following SVM is only available for vehicles up to and including VIN SCBDG4ZG8LC073899 and an advanced sound system (PR code 9VL) for any vehicles after this VIN number do not perform the SVM action, proceed straight to the [Check](#) section of this document.

General information for the reprogramming:

- The closed-circuit voltage of the vehicle must be at least 12.5 V during the reprogramming. Connect the battery of the vehicle to an external power supply. For further information see the Maintenance manual.
- During the reprogramming switch off all unnecessary consumers (ventilation, seat heater, inside light).
- Because of the highest transmission stability we recommend the use of the diagnosis interface VAS 6154 (WiFi diagnostic tool) only in the USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode.

1. Select and run Guided fault finding. Within the Special functions tab select SVM – Code Input then select Perform test (Figure 1).

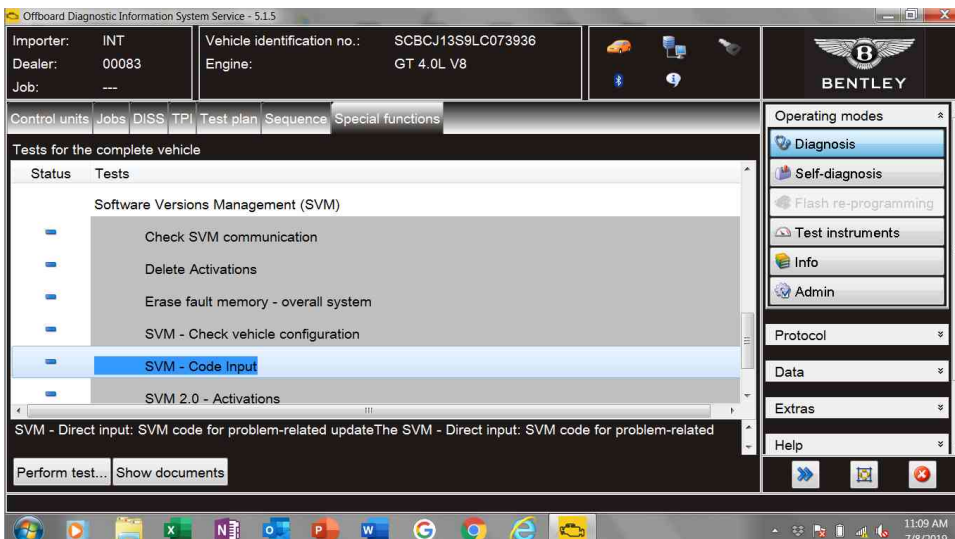


Figure 1

2. Enter SVM code 37047AVZDC01 and select Adopt (Figure 2).

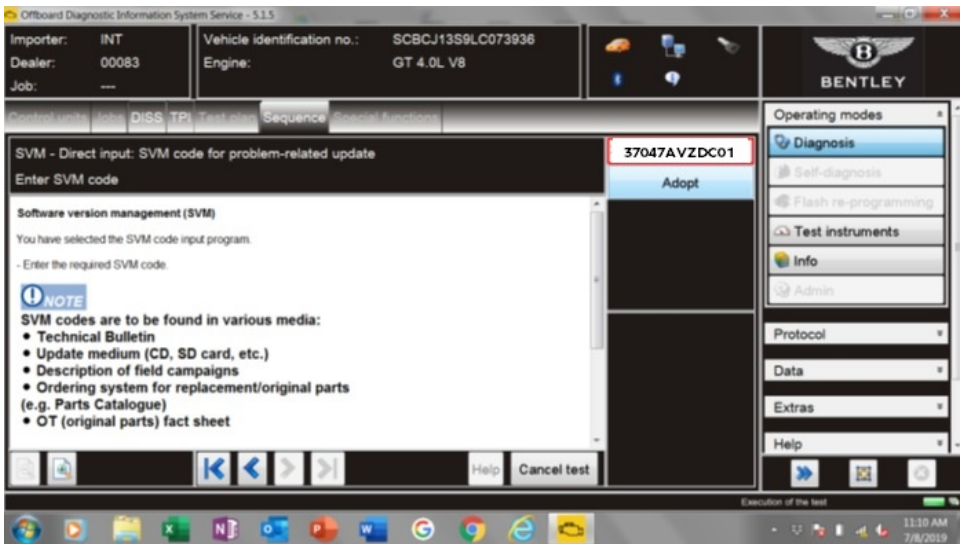


Figure 2

3. Follow all on screen prompts until program end.

Retest to ensure the customer complaint has been rectified.

If the customer complaint is still evident then follow the onward instructions.

Check

Remove the affected seat where the noise is apparent.

1. Check for the presence of a felt strip on the seat frame as highlighted in Figure 3. If the felt strip is **not** present then remove the shaker speaker and apply a strip of locally sourced anti-creak tape (up to 1mm in thickness) to the seat frame in the area highlighted in Figure 3. When refitting the speaker ensure steps 2, 3 and 4 are followed. If a felt strip is present then proceed straight to step 2.



Figure 3

2. Using a suitable feeler gauge, ensure there is a minimum gap of 0.8mm between the shaker speaker and the seat frame (Figure 4).



Figure 4

3. Ensure there is a sufficient clearance between the shaker speaker and the seat springs (Figure 5).

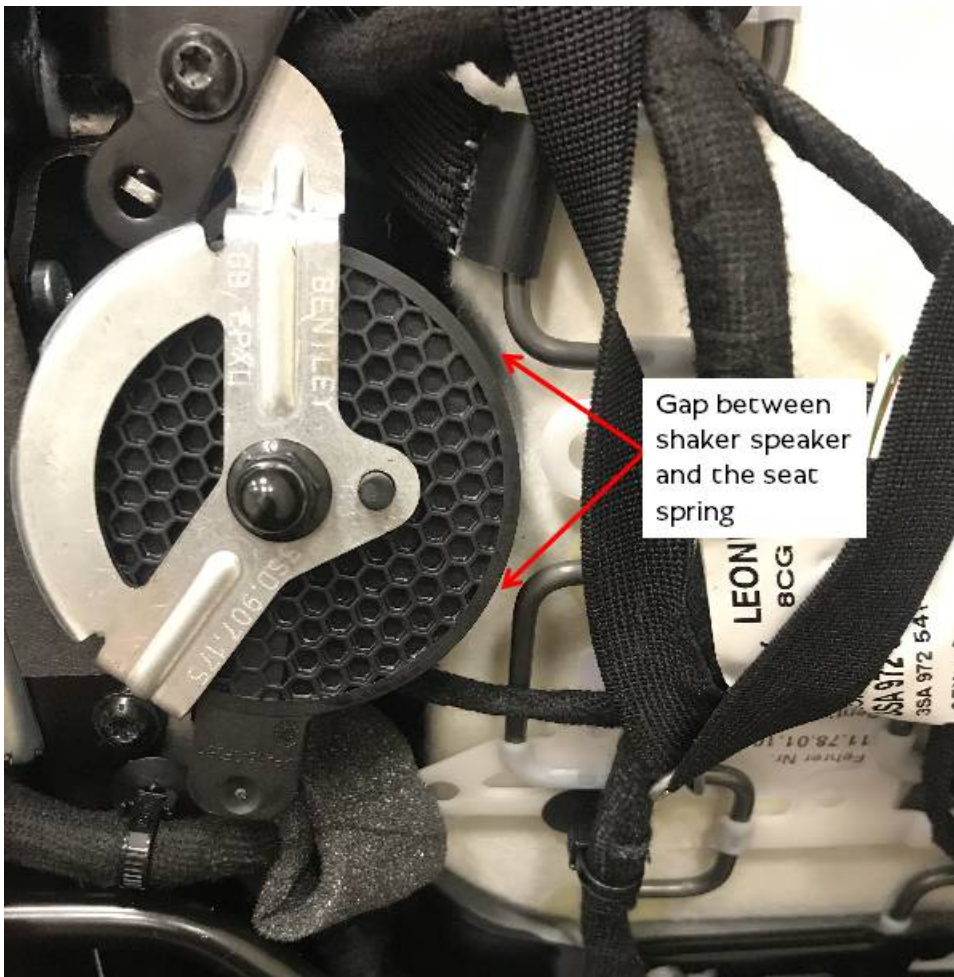


Figure 5

4. Check that both locating pins are seated correctly in the slots (Figure 6).

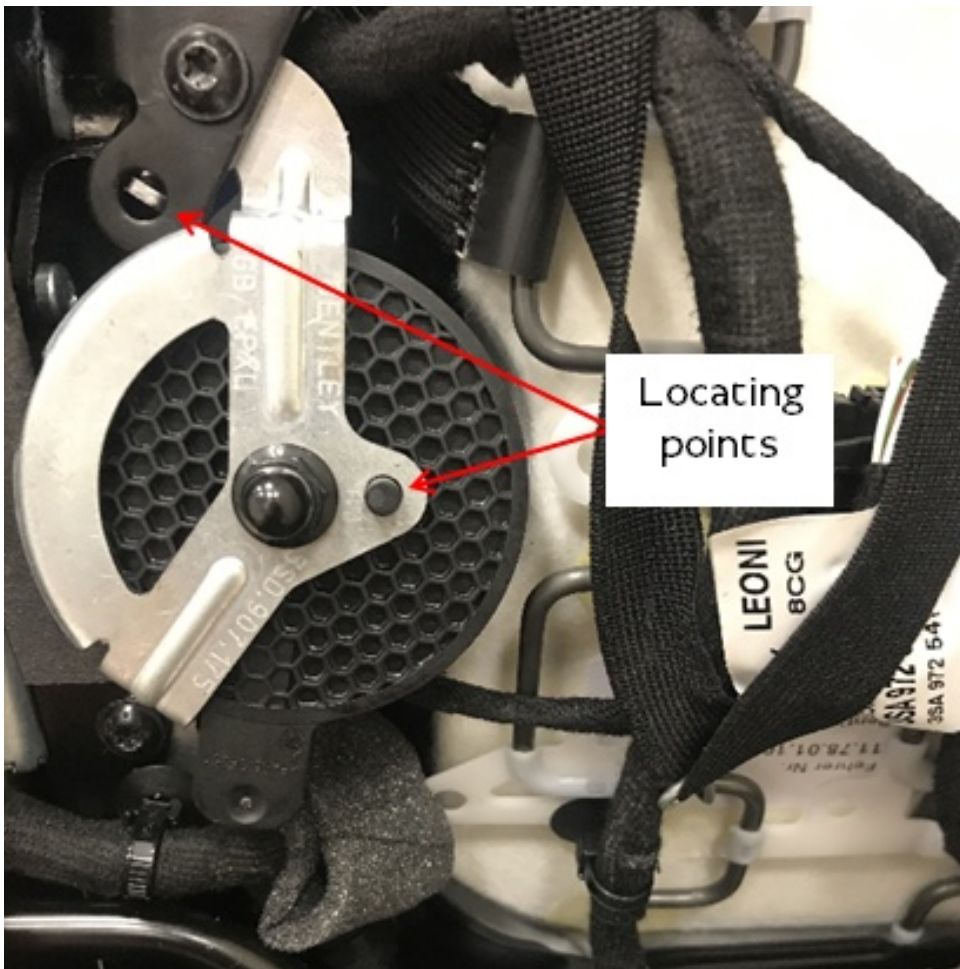


Figure 6

5. If there is insufficient clearance around the shaker speaker or the locating pins are not seated correctly then follow the below steps:

- Loosen the fixings -2- (Figure 7) and adjust the speaker bracket to increase clearance
- Locate correctly then retighten the fixings -2- (4 Nm)
- Recheck steps 2 to 5.

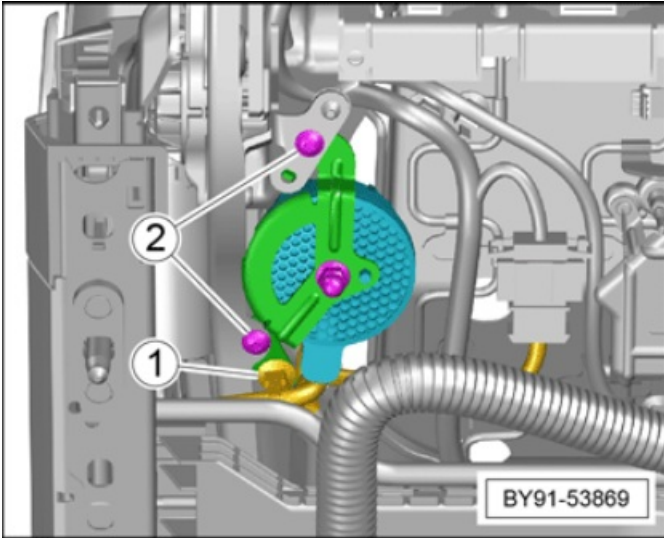


Figure 7

When the clearances and locating pins are correct, retest the system to confirm the customer complaint is no longer evident.

Warranty

Software update

Warranty type	110 or 910
Labour operation code	01 29 00 02
Damage number	91 31
Damage type	00 20
Time	20 TU
Criteria ID	01

Check speaker or speaker rework (Left hand side)

Warranty type	110 or 910
Labour operation code	91 40 41 01 (from 29 th August 2019) 91 40 41 99 (up to and including the 28 th August 2019)
Damage number	91 40
Damage type	00 20
Time	50 TU
Criteria ID	01

Check speaker or speaker rework (Right hand side)

Warranty type	110 or 910
Labour operation code	91 40 41 02 (from 29 th August 2019) 91 40 41 99 (up to and including the 28 th August 2019)
Damage number	91 40
Damage type	00 20

Time	70 TU
Criteria ID	01