

# Technical product information

<b>Topic</b>	Speaker distortion/vibration at high volume replacement guidelines (Standard audio systems)
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2059219/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions	noise, vibration	
information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback	noise, vibration -> sound is distorted	
information, navigation, communication, entertainment -> audio playback, audio settings -> volume	functionality -> defective function sequence	
information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback	functionality -> misfire	

# Vehicle data

## Continental GT/GTC and Flying Spur

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39*	2012	E		*	*	*
39*	2013	E		*	*	*
39*	2014	E		*	*	*
39*	2015	E		*	*	*
39*	2016	E		*	*	*
39*	2017	E		*	*	*
39*	2018	E		*	*	*
4W*	2012	E		*	*	*
4W*	2013	E		*	*	*
4W*	2014	E		*	*	*
4W*	2015	E		*	*	*
4W*	2016	E		*	*	*
4W*	2018	E		*	*	*

# Documents

<b>Document name</b>
<a href="#">master.xml</a>

## Customer statement / workshop findings

Speaker distortion and/or vibration at high volume from the front doors, rear quarters or the rear doors depending on model variant

## Technical background

Refer to the Measure section of this TPI

## Production change

Not applicable

## Measure

- 1) Check/confirm the issue is evident as described
- 2) Check for any related audio system DTC's and resolve as necessary
- 3) In the event that individual speakers are distorting or vibrating from the front doors, rear quarters or rear doors the operative MUST refer to TPI (2036678/-)

▪  
If there are no DTC's logged and there are no individual speaker issues that are not related to distortion or vibration, it is possible to fit Naim audio speakers to reduce the level of distortion/vibration at high volume.

When replacing standard speakers with Naim speakers then all 4 speakers should be replaced (LHF, RHF, LHR and RHR)

IMPORTANT: The fitting of Naim speakers cannot be claimed under warranty

## Warranty accounting instructions

▪  
The fitting of Naim speakers cannot be claimed under warranty

## Parts information

Refer to the ETKA parts catalogue