

Technical product information

| | |
|------------------------|---|
| Topic | Speaker Replacement - Diagnostic checks |
| Market area | Bentley: worldwide (2WBE) |
| Brand | Bentley |
| Transaction No. | 2036678/4 |
| 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 | noise, vibration -> sound is distorted | |
| information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback | noise, vibration -> noise | |
| information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback | functionality -> misfire | |

New workshop code

| Object of complaint | Complaint type | Position |
|---|--|----------------------|
| information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback | noise, vibration -> sound is distorted | > not specified < |
| information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback | noise, vibration -> noise | > not specified < |

Vehicle data

All models

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| * | 2004 | E | | * | * | * |
| * | 2005 | E | | * | * | * |
| * | 2006 | E | | * | * | * |
| * | 2007 | E | | * | * | * |
| * | 2008 | E | | * | * | * |
| * | 2009 | E | | * | * | * |
| * | 2010 | E | | * | * | * |
| * | 2011 | E | | * | * | * |
| * | 2012 | E | | * | * | * |
| * | 2013 | E | | * | * | * |
| * | 2014 | E | | * | * | * |
| * | 2015 | E | | * | * | * |
| * | 2016 | E | | * | * | * |
| * | 2017 | E | | * | * | * |
| * | 2018 | E | | * | * | * |
| * | 2019 | E | | * | * | * |
| * | 2020 | E | | * | * | * |
| * | 2021 | E | | * | * | * |
| * | 2022 | E | | * | * | * |

Documents

| |
|----------------------------|
| Document name |
| master.xml |

Customer statement / workshop findings

Audio output from speakers is distorted

Technical background

There have been instances where door speakers have been changed under warranty for the complaint of sound distortion, yet when tested by ourselves and the supplier, no fault could be found with the returned unit.

Production change

All speakers are subjected to a dynamic test and the individual results recorded for future reference

Measure

To ascertain the difference between a distortion or rattle emanating from a loose component in the door, an incorrectly secured door pad or the speaker itself having a fault, would you please make the following checks before changing any components:

1. Remove the door pad and retest the speaker (door mounted) to the same audio level. If the noise or distortion disappears then check the door pad and its mounting points for a poor fit or loose components.
2. If the speaker is still noisy then remove the speaker from its mountings and whilst hand held retest to the same audio level. During this test it is important that the speaker be held away from its mounting points.
3. If the speaker is not noisy or distorting then please refit the speaker into its mountings. Check for any mechanical foul on the speaker body and that the fixings are tight.
4. If the speaker is still noisy when away from its mount, then it should be replaced and the displaced part be returned to Bentley, via the quality parts return system.

If the tests do not indicate a faulty speaker and you cannot locate a loose component then request support, describe the customer fault and your initial findings via DISS in detail

Can you please ensure that this important procedural change is communicated to your workshop staff