

Technical product information

Topic	Shaker speaker - Diagnostic checks
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2066852/1
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	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

New Continental GT/GTC and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer complains of poor quality music output from the shaker speaker due to a rattling noise/sound distortion

Technical background

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

Production change

Not applicable

Measure

To ascertain the difference between distortion or a rattle emanating from a loose/surrounding component

Or

The shaker speaker itself is incorrectly secured and/or at fault please conduct the following steps before replacing any components

1) Confirm the customer complaint by attempting to replicate the issue

NOTE: The operative must only continue with the next steps if the symptom/customer complaint is as described and can be replicated

2) Navigate to the HMI sound settings

- Take photographs of the customer settings (when the customer complaint is evident)
- Make adjustments to the HMI setting to reduce any excessive maximum settings
- Recheck to confirm if the complaint can be replicated after adjusting the settings, if the complaint is no longer present, please advise the customer accordingly

However

If the issue is still present, please complete the next steps until completion

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For the shaker speaker remove/refit procedure, refer to "Front seat squab - Comfort seat - To dismantle and assemble" Rep.Gr 74

- Disconnect the shaker speaker away from the seat frame NOTE: Ensure the plug/connections are left connected
- Once the shaker speaker disconnected away from the seat frame - Operate the audio system ensuring the customers music source e.g USBstick and settings are applied/duplicated

VERY IMPORTANT: During the test it is important that the speaker is held away from its mounting points

3) If the speaker is not noisy or distorting then please refit the shaker speaker back into its mountings.

- Check for any mechanical foul of the shaker speaker body and surrounding components
- Ensure the shaker speaker has been fitted as per all Rep.Gr guidelines

IMPORTANT: If the speaker was noisy when away from its mount, then the shaker speaker should be replaced

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If the tests do not indicate a faulty shaker speaker and the operative cannot locate a loose component please respond via the already open DISS query or raise a new DISS query and await feedback before conducting any further work

Warranty accounting instructions

Due to numerous possible symptoms and vehicle model types please refer to the labour operations section within Elsa Pro

Parts information

Refer to the ETKA parts catalogue