

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.	2066852/3
Level	EH
Status	Released for publishing
Release date	04-Nov-2022

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, New Flying Spur and Bentayga Series

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		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZV1*	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)

▪

Operate the audio system ensuring the customers music source e.g USB stick and settings are applied/duplicated

- Record a clear video of the issue and HMI settings, save a copy of the video titled - Noise prior to HMI adjustments
- Make adjustments to the HMI settings to reduce any excessive maximum settings
- Recheck to confirm if the complaint can be replicated after adjusting the HMI settings, if the complaint is no longer present, please advise the customer accordingly
- Record a second video, save a copy of the video titled - No noise post HMI adjustments
- Submit both videos via a Technical DISS query stating the issue is no longer evident after the HMI settings have been adjusted and the customer has been advised accordingly

However

If the issue is still present after the HMI settings have been adjusted, please complete the next steps until completion

▪

Operate the audio system ensuring the customers music source e.g USB stick and settings are applied/duplicated

- Record a video of the affected shaker speaker, save a copy of the video titled - Noise with shaker speaker mounted

3) Referring to Rep.Gr 91 - Gain access to the applicable front shaker speaker



Before any work is carried out on the seat, refer to "Precautions - Passive restraint systems and components

Failure to comply with the instructions could lead to inadvertent deployment of the air bag

IMPORTANT: *Ensure Dummy fuse -WT 10033- is used when the airbag fuse has been removed*

- Disconnect the shaker speaker away from the seat frame NOTE: Ensure the plug/connections are left connected

- Once the shaker speaker is disconnected away from the seat frame

Operate the audio system ensuring the customers music source e.g USB stick and settings are applied/duplicated

- Record a clear video of the issue with the speaker not mounted, save a copy of the video titled - Shaker speaker not mounted

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

4) If the speaker is not noisy or distorting, refit the shaker speaker back into its mountings as per Rep.Gr 91

- 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

On completion ensure all requested videos of the shaker speaker (mounted and unmounted including all applicable customer HMI settings) displaying the noise are attached to a new or existing Technical DISS query

Warranty accounting instructions

WarrantyType 110 or 910

Damage Service Number 91 40

Damage Code 00 20

Bentayga

Remove and refit the front seat squab

Labouroperationcode 74 10 19 50

Time 20 Time units

Remove and refit the front seat squab cover

Labouroperationcode 74 13 19 00

Time 100 Time units

New Flying Spur

Remove and refit the front seat squab

Labouroperationcode 74 10 19 52

Time 50 Time units

All Models

Diagnosis time (Step 2)

Labouroperationcode 91 94 05 00 (Use 99 index until 10/11/22)

Time 10 Time units

Time to remove and refit the shaker speaker

Labouroperationcode 91 40 19 56 (Use 99 index until 10/11/22)

Time 10 Time units

Time to remove the left hand front seat

Labouroperationcode 72 01 19 01

Time 40 TU

Time to remove the right hand front seat

Labouroperationcode 72 01 19 02

Time 60 TU

Parts information

Refer to the ETKA parts catalogue