

Technical product information

Topic	Speaker Replacement - Diagnostic checks
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2036678/5
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		*	*	*
*	2023	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 when possible) 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 *For example: Speaker connector not secured correctly (Figure 1)*
 - In the event the issue is as shown in Figure 1 (or similar) reconnect the insecure connection and retest

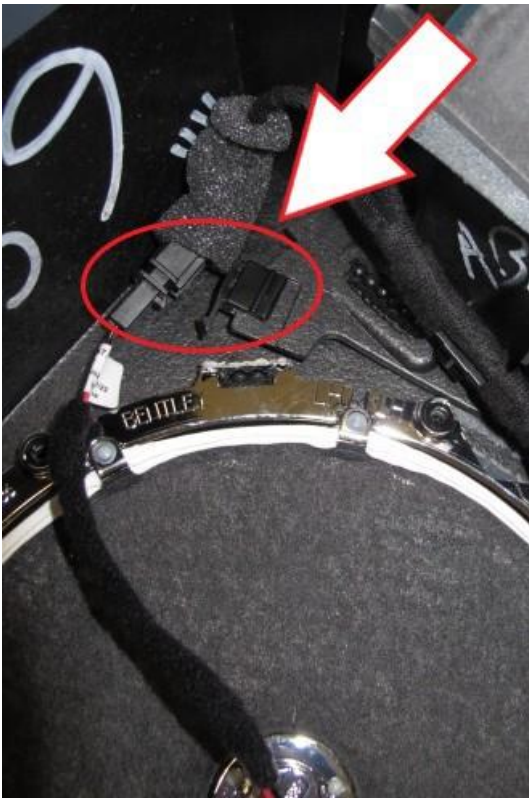


Figure 1



TIP: 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.

1. 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.
2. 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.

NOTICE

If the tests do not indicate a faulty speaker and you cannot locate a loose component then the operative must request support, describe the customer fault and your initial findings via a new or existing technical DISS query in detail, ensuring the following is attached

- Video of the issue which clearly shows the reported symptom
- Video and photographs of the MMI volume settings
- Current ODIS log

 **NOTICE**

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