

Technical product information

Topic	Door speakers (Naim) not illuminating with the door(s) closed regardless if the exterior lights are on or off
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2067597/3
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> trim, covers, floor cover -> loudspeaker trim	dimensional accuracy -> incorrect flushness	
body fixtures and fittings -> trim, covers, floor cover -> door trim -> speaker moulding emblem	component / consumables -> incorrectly installed	

Vehicle data

Bentayga Series with Naim sound & without Mood lighting

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Equipment combinations

PR numbers
with 8RF
or with QQ0

Documents

Document name
master.xml

Customer statement / workshop findings

The Naim door speaker logo does not illuminate when the door is closed and the external lights are switched on

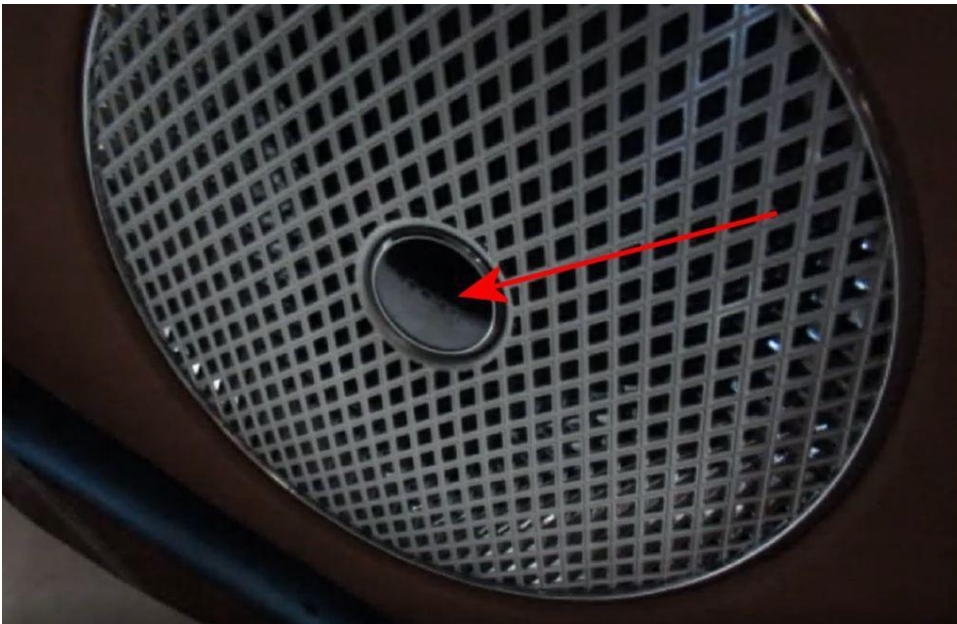


Figure 1

This phenomenon is only evident on vehicles equipped with Naim audio (8RF) and without mood lighting (QQ0)

Technical background

The Naim logo only illuminates when the door is open on vehicles with Naim audio (8RF) and without mood lighting (QQ0)

Figure 2 shows the Naim logo illuminated with the door open



Figure 2

- On receipt of a customer complaint, the operative should raise a non technical DISS query to record the phenomenon, Do not replace any parts or conduct any further diagnostic work

Production change

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Measure

Refer to the Technical background section