

# Technical Service Bulletin

<b>Topic</b>	Speaker Replacement - Diagnostic checks
<b>Market area</b>	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2075127/3
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Sep 24, 2025

## New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback	noises, vibrations -> distorted sound	
information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback	noises, vibrations -> 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	noises, vibrations -> distorted sound	> no instruction <
information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback	noises, vibrations -> noise	> no instruction <

# Vehicle data

## New Continental GT / C and New Flying Spur

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*

Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*

## Documents

<b>Document name</b>
master.xml

## Condition

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 Solution

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

## Service

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 it's 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

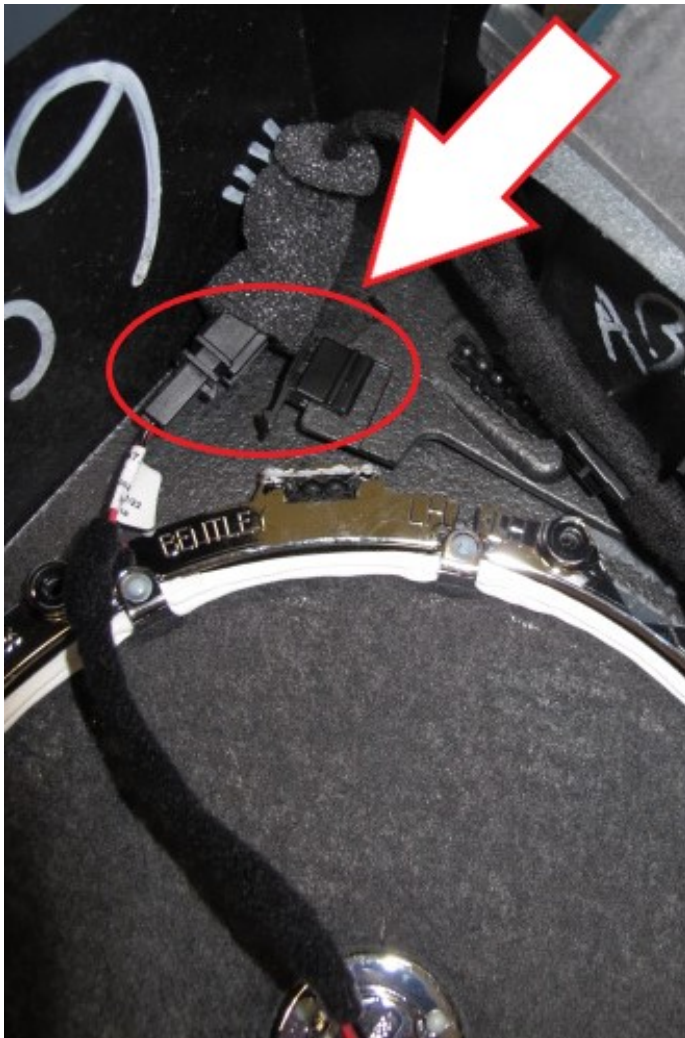


Figure 1



**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**

