

Technical product information

Topic	No audio output following Bentley Infotainment Upgrade (BIU) installation
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),India 938 Indien; SKODA AUTO Volkswagen India (6938),Japan E03 Bentley Japan (6E03),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.	2081568/1
Level	EH
Status	Released for publishing
Release date	April 2 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio playback, audio settings	functionality	

Vehicle data

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3W2*	2012	E		*	*	*
3W2*	2013	E		*	*	*
4W2*	2014	E		*	*	*
4W2*	2015	E		*	*	*
4W2*	2016	E		*	*	*
4W2*	2017	E		*	*	*
4W2*	2018	E		*	*	*

Continental GT/GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
393*	2011	E		*	*	*
393*	2012	E		*	*	*
393*	2013	E		*	*	*
393*	2014	E		*	*	*
393*	2015	E		*	*	*
393*	2016	E		*	*	*
393*	2017	E		*	*	*
394*	2012	E		*	*	*
394*	2013	E		*	*	*
394*	2014	E		*	*	*
394*	2015	E		*	*	*
394*	2016	E		*	*	*
394*	2017	E		*	*	*
394*	2018	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer Statement

Customers may report the following concern after fitment of the Bentley Infotainment Upgrade (BIU): No sound output from any vehicle loudspeakers.

Workshop Findings

Customer findings verified in the workshop, with the below found under further investigation:

- The fitted amplifier carries one of the affected part numbers, which are incompatible with BIU hardware and software.
- BIU powers on and functions normally, but audio channels are inactive.

Technical background

Vehicles equipped with early generation Naim amplifiers use a communication protocol that is not compatible with the Bentley Infotainment Upgrade (BIU) platform.

A revised, compatible amplifier **4W0 035 466 C** has been released for service to ensure compatibility.

Refer to the '*Measure*' section for next steps.

Production change

Not applicable

Measure



The audio amplifier -R184- and premium audio amplifier -J525- are fitted on a bracket behind the starter battery on the right-hand side of the boot.

1. Locate the Naim amplifier and verify the part number.

If the part number matches any listed under affected units below, proceed to amplifier replacement.

Affected amplifier part numbers:

- 3W0 035 466 C
- 3W8 035 466
- 3W8 035 466 A
- 3W0 035 466 J
- 4W0 035 466

2. Remove the incompatible amplifier.

Refer to 'Audio amplifier - To remove and fit

ElsaPro → Rep. Gr. 91

3. Install the revised amplifier: 4W0 035 466 C (latest specification)



NOTICE

Retailers must raise an Accessories Service Call to request the updated amplifier. The amplifier will be supplied at a discounted rate for verified BIU incompatibility cases.

4. Connect the vehicle tester to the car.

Follow the 'Component replacement' procedure.

Refer to "Diagnostic system - Guided functions/Component replacement"

ElsaPro → Rep. Gr. 97

5. Confirm audio output across all sources (FM/DAB/Media/Bluetooth/Navigation).

For any further technical issues, please raise a DISS query.

Parts information

Part Number	Description	QTY
4W0 035 466 C	Naim Amplifier – latest compatible specification	1

Refer to ETKA parts catalogue