

Technical product information

Topic	Radio: Reception complaints
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.	2060823/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio playback, audio settings	noise, vibration	
information, navigation, communication, entertainment -> audio playback, audio settings	functionality	
information, navigation, communication, entertainment -> radio mode -> radio (AM/FM) reception -> fm reception	noise, vibration -> noise	
information, navigation, communication, entertainment -> radio mode -> radio (AM/FM) reception -> fm reception	functionality -> faulty	
information, navigation, communication, entertainment -> radio mode -> radio (AM/FM) reception -> fm reception	functionality -> misfire	
information, navigation, communication, entertainment -> radio mode -> radio (AM/FM) reception -> digital audio broadcast (DAB) reception	noise, vibration -> noise	
information, navigation, communication, entertainment -> radio mode -> radio (AM/FM) reception -> digital audio broadcast (DAB) reception	functionality -> faulty	
information, navigation, communication, entertainment -> radio mode -> radio (AM/FM) reception -> digital audio broadcast (DAB) reception	functionality -> misfire	
information, navigation, communication, entertainment -> radio mode -> station list -> update channel list	functionality -> without function / defect	
information, navigation, communication, entertainment -> radio mode -> station list -> update channel list	functionality -> cannot be selected	
information, navigation, communication, entertainment -> radio mode -> automatic station seek	functionality -> without function / defect	
information, navigation, communication, entertainment -> radio mode -> station selection -> select channel from channel list	functionality -> without function / defect	
information, navigation, communication, entertainment -> radio mode	noise, vibration	
information, navigation, communication, entertainment -> radio mode	functionality	
information, navigation, communication, entertainment -> radio mode	concept	
information, navigation, communication, entertainment -> radio mode	control units, services	

Vehicle data

All models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2017	E		*	*	*
*	2018	E		*	*	*
*	2019	E		*	*	*
*	2020	E		*	*	*
*	2021	E		*	*	*
*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

All complaints which are related to radio reception issues

Technical background

Complaints about the radio reception can have many causes. The radio reception strength/quality at the vehicle location can be an important issue.

To process such complaints as effectively as possible it is important to precisely record the circumstances when a complaint occurs. The attached check list is available for this purpose.

Please ensure the instructions within the Measure section are strictly adhered to

Production change

Not applicable

Measure

In case of radio reception complaints (AM/FM/DAB) proceed as follows:

- 1) Check for any related DTC's (e.g. antenna open circuit), and rectify any issue as necessary.
- 2) With no DTC's logged and with the information from the customer, the retailer should attempt to repeat the issue.

If the issue can not be repeated - No further checks should be carried out.

If the issue can be repeated, the retailer should then carry out a full side to side comparison check using the same model/model year car

Ensuring the following:

- Both cars have the same Infotainment settings.
- Ensure both cars are in the same location at the same time.
- Record videos of the customer's car and the comparison car, leading up to the interference issue, at the time of the issue, and after the issue
- If the issue is only occurring on the customer's car the operative should carry out the following:
- Complete the attached check list together with the customer to allow a structured processing of the complaint.
- The completed check list should be attached to a new or already open DISSquery

Check List

Can the complaint be demonstrated by the customer? (if necessary, test drive the vehicle)

- Yes
- No

With which radio service does the complaint occur?

- AM/FM
- DAB
- Both

Type of complaint? (*multiple answers possible*)

- Poor radio reception (*hissing, interference etc.*)
- No radio reception
- Station list empty apart from one station
- Complaint about automatic station tracking
- Volume fluctuations
- Complaint about sound
- Audio hesitation

- Other (*please explain complaint in free text*)

When did the complaint occur for the first time?

How often does the complaint occur?

Other (*please explain complaint in free text*)

Is the complaint location-related?

- Yes
- No

Location, details and extra information (*free text: address, stretch of road, particular features*)

Does the complaint refer to a certain station?

- Yes No, Occurs with all stations

Type of station:

Name and frequency (with AM/FM) of station? *(free text precise designation, with DAB with ensemble)*

Does the complaint depend on the vehicle condition?

- Yes, the complaint occurs with:
- Switched-on heated rear window
 - Ignition off, radio on
 - Ignition on, engine off
 - Running engine (complaint speed-dependent)
 - Running engine (complaint not speed-dependent)

- No, it occurs at every vehicle condition

Other: *(free text: details and extra information)*

Particular features where the complaint occurred?

(same stretch of road, urban area, tunnel, etc.)

When does the complaint occur?

(during rush hour, etc.)

At which driving time does the complaint occur?

(driving time related?)

At which vehicle speed does the complaint occur?

(vehicle speed related?)

At which outside temperature does the complaint occur?

(temperature related?)

At which climatic conditions does the complaint occur?

(rain, strong sunshine, snow, etc.)

Detailed information / irregularities / other matters (free text) – please describe as detailed as possible:

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