Technical product information

Topic	Rattling noise from under the front seat/s (sound system at high volume) - Naim audio system only
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.	2070142/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio playback, audio settings -> tone settings -> bass setting	functionality -> defective function sequence	

Vehicle data

New Continental GT/C

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*

Equipment combinations

PR numbers
with 9VL

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

Rattling noise from under the front seat when the sound system is playing at high volume (Naim audio system only)

Workshop findings

The issue described is evident however no DTC's are stored

Technical background

The "shaker" speakers are fitted on the underside of each front seat frame (New GT and New GTC)

Note: At high volume and with the bass tonal control set at maximum the bass shaker is being over driven (music dependent) this results in the leaf spring subsequently within the speaker breaking which causes the rattle noise from under one or both front seats

In the event the symptom is as described the operative must conduct the instructions within the Measure section to completion

Production change

In the event the issue is evident post VIN SCBDX33S3PC008987 the operative must raise a Technical DISS query and await feedback before conducting any further work

Measure

1) Obtain a clear video of the speaker which is exhibiting the issue

- Attach the video to a non technical DISS query ensuring the faulty speaker(s) are clearly identified as faulty

2) Referring to Rep.Gr 91 - Replace the applicable shaker speaker

3) Using ODIS Check the part number of the amplifier using ODIS (address 47)

In the event the amplifier is A suffix the amplifier must be replaced - Refer to Rep.Gr 91 - Multimedia system. Digital sound package control unit J525 using the C suffix part, once replaced the software update from step 4 must then be conducted

However

In the event the amplifier is already at B or C suffix, the software update from step 4 can be conducted

- **The closed-circuit voltage of the vehicle must be at least 12.5 V during the update**
- **Connect a suitable battery charger to the vehicle, for further information refer to the Repair manual**
- **During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc)**
- **Because of the highest transmission stability you MUST use the diagnosis interface VAS 6154 (WiFi diagnostic tool) ONLY in USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode**
- **Do Not under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of control units**

4) Select and run Guided fault finding

CAUTION

Before proceeding is the amplifier part number correct and at B or C level?

– Yes - proceed with the onward instructions
– No - Refer back to the previous NOTICE

- Referring to Figure 1 - Within the Special functions tab select SVM - Code Input (A) then select Perform test (B

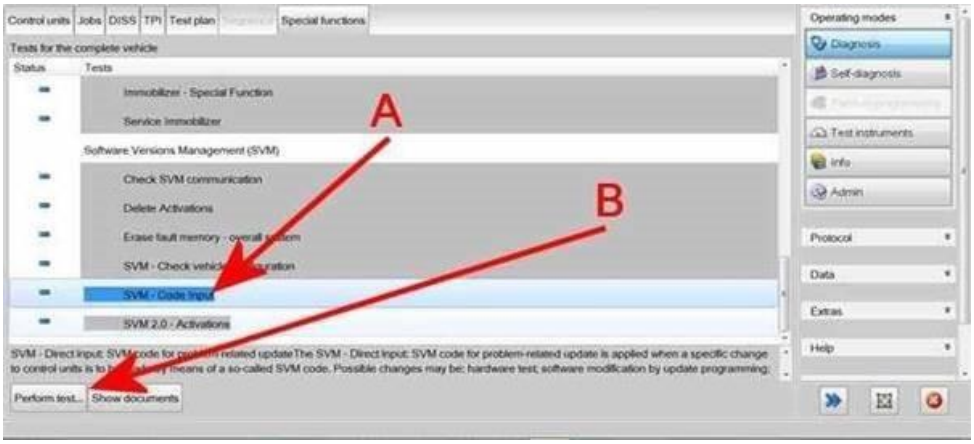

Figure 1

5) On the next screen enter the SVM code **370NAIMUP01** and select Adopt (Figure 2)

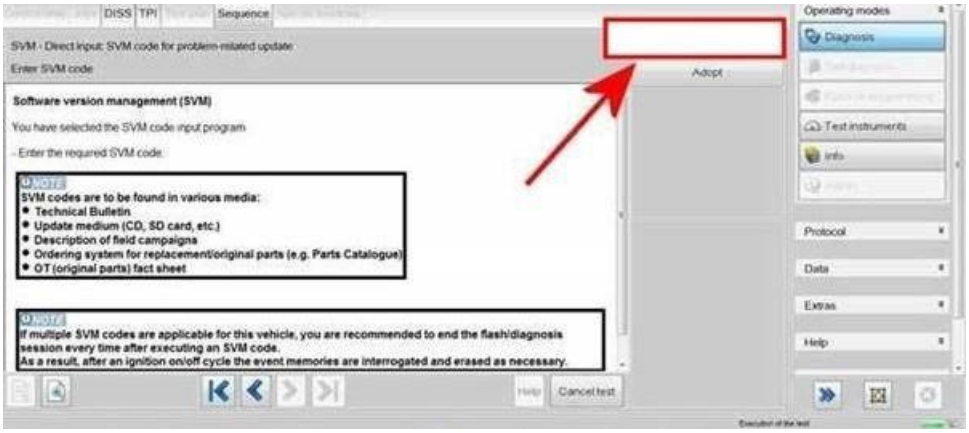

Figure 2

6) Follow any on screen prompts until program end

7) Switch off the ignition

- Remove the diagnostic interface from the OBD port
- Switch off and remove the battery charger from the vehicle
- Close the bonnet, boot and all doors
- Lock the vehicle
- Wait 5 minutes to allow the vehicle to go into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition
- Erase all applicable DTC's which may be evident

Warranty accounting instructions

Warranty type 110 or 910

Damage code 00 20

Damage service number 91 40

Use 99 index until 01/06/23

Left hand drive

Time to remove and refit the left hand seat

Labour operation code 72 01 19 01

Time 40 TU

Time to replace the shaker speaker

Labour operation code 91 40 19 56

Time 10 TU

Time to remove and refit the right hand seat

Labour operation code 72 01 19 03

Time 40 TU

Time to replace the shaker speaker

Labour operation code 91 40 19 56

Time 10 TU

Right hand drive

Time to remove and refit the left hand seat

Labour operation code 72 01 19 01

Time 40 TU

Time to replace the shaker speaker

Labour operation code 91 40 19 56

Time 10 TU

Time to remove and refit the right hand seat

Labour operation code 72 01 19 03

Time 40 TU

Time to replace the shaker speaker

Labour operation code 91 40 19 56

Time 10 TU

Time to conduct the software update

Labour operation code 01 50 00 00

Time As per ODIS log Must not exceed 30 TU's

Digital sound package control unit J525

Warranty type 110 or 9110

Damage code 00 12

Damage service number 91 31

Time to replace the Multimedia system. Digital sound package control unit J525 if A level suffix

Labour operation code 91 31 19 00

Time 250 TU

Parts information

Refer to the ETKA parts catalogue

Customer information

During the repair the amplifier software and tune has been updated to the latest level, aligning the vehicle to the current production software with the latest available tonal tune

The shaker speakers are designed to give the feeling of bass in the low volume range. As the volume increases the Bass is then delivered by the speakers giving a more natrual sound