

# Technical product information

<b>Topic</b>	Shaker speaker - Diagnostic checks
<b>Market area</b>	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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2066852/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	03-Oct-2023

## New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback	noise, vibration -> sound is distorted	
information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback	noise, vibration -> 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	noise, vibration -> sound is distorted	> not specified <
information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback	noise, vibration -> noise	> not specified <

# Vehicle data

## New Continental GT/GTC, New Flying Spur and Bentayga Series

### 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		*	*	*
3S4*	2024	E		*	*	*
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*

ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

## Documents

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

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## Customer statement / workshop findings

Customer complains of poor quality music output from the shaker speaker due to a rattling noise/sound distortion

## Technical background

There have been instances where shaker speakers have been changed under warranty for the complaint of sound distortion, yet when tested by Bentley motors and the supplier, no fault could be found with the returned unit

## Production change

Not applicable

## Measure

To ascertain the difference between distortion or a rattle emanating from a loose/surrounding component

Or

The shaker speaker itself is incorrectly secured and/or at fault please conduct the following steps before replacing any components

1) Confirm the customer complaint by attempting to replicate the issue



**NOTE: The operative must only continue with the next steps if the symptom/customer complaint is as described and can be replicated**

2) Navigate to the HMI sound settings

- Take photographs of the customer settings (when the customer complaint is evident)



**Operate the audio system ensuring the customers music source e.g USB stick and settings are applied/duplicated**

- Record a clear video of the issue and HMI settings, save a copy of the video titled - Noise prior to HMI adjustments
- Make adjustments to the HMI settings to reduce any excessive maximum settings
- Recheck to confirm if the complaint can be replicated after adjusting the HMI settings, if the complaint is no longer present, please advise the customer accordingly
- Record a second video, save a copy of the video titled - No noise post HMI adjustments
- Submit both videos via a Technical DISS query stating the issue is no longer evident after the HMI settings have been adjusted and the customer has been advised accordingly

## However

If the issue is still present after the HMI settings have been adjusted, please complete the next steps until completion



**Operate the audio system ensuring the customers music source e.g USB stick and settings are applied/duplicated**

- Record a video of the affected shaker speaker, save a copy of the video titled - Noise with shaker speaker mounted

3) Referring to Rep.Gr 91 - Gain access to the applicable front shaker speaker



**Before any work is carried out on the seat, refer to "Precautions - Passive restraint systems and components  
Failure to comply with the instructions could lead to inadvertent deployment of the air bag  
IMPORTANT: Ensure Dummy fuse -WT 10033- is used when the airbag fuse has been removed**

- Disconnect the shaker speaker away from the seat frame NOTE: Ensure the plug/connections are left connected
- Once the shaker speaker is disconnected away from the seat frame



**Operate the audio system ensuring the customers music source e.g USB stick and settings are applied/duplicated**

- Record a clear video of the issue with the speaker not mounted, save a copy of the video titled - Shaker speaker not mounted

**VERY IMPORTANT: During the test it is important that the speaker is held away from its mounting points**

4) If the speaker is not noisy or distorting, refit the shaker speaker back into its mountings as per Rep.Gr 91

- Check for any mechanical foul of the shaker speaker body and surrounding components
- Ensure the shaker speaker has been fitted as per all Rep.Gr guidelines

**IMPORTANT: If the speaker was noisy when away from its mount, then the shaker speaker should be replaced**



**On completion ensure all requested videos of the shaker speaker (mounted and unmounted including all applicable customer HMI settings) displaying the noise are attached to a new or existing Technical DISS query**

### **Warranty accounting instructions**

Warranty Type            110 or 910  
 Damage Service Number   91 40  
 Damage Code            00 20

### **Bentayga**

#### **Remove and refit the front seat squab**

Labour operation code    74 10 19 50  
 Time                        20 Time units

#### **Remove and refit the front seat squab cover**

Labour operation code    74 13 19 00  
 Time                        100 Time units

### **New Flying Spur**

#### **Remove and refit the front seat squab**

Labour operation code    74 10 19 52  
 Time                        50 Time units

### **All Models**

#### **Diagnosis time (Step 2)**

Labour operation code    91 94 05 00 (Use 99 index until 10/11/22)  
 Time                        10 Time units

#### **Time to remove and refit the shaker speaker**

Labour operation code    91 40 19 56 (Use 99 index until 10/11/22)  
 Time                        10 Time units

#### **Time to remove the left hand front seat**

Labour operation code    72 01 19 01  
 Time                        40 TU

#### **Time to remove the right hand front seat**

Labour operation code    72 01 19 02  
 Time                        60 TU

### **Parts information**

Refer to the ETKA parts catalogue