

Technical Service Bulletin

Topic	DTC B1765F1 - "Active noise cancelling basic settings not performed" (Bang & Olufsen) Flying Spur 26MY
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2078544/1
Level	EH
Status	Released for publishing
Release date	Jul 21, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
005F - Information electronics 1	B1765F1: Active Noise Canceling Basic setting not performed		static

New customer code

Object of complaint	Complaint type	Position
vehicle service -> IT systems	control modules, services	
information, navigation, communication, entertainment -> audio, video, television	control modules, services	
vehicle service -> vehicle diagnosis -> Guided Fault Finding (GFF)	control modules, services -> without OBD entry	

Vehicle data

26MY Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2026	E		*	*	*

Documents

Document name
master.xml

Condition

For vehicles with a Bang & Olufsen sound system, the following DTC may be stored in the control module 005F (Information Electronics 1):

- B1765F1 – Active Noise Cancelling: Basic Settings Not Performed

This may be accompanied by customer complaints of diminished active noise cancelling, or a warning in the diagnostic log after a module replacement or software update.

Technical Background

This DTC is stored when the Active Noise Cancelling system detects that basic settings have not been successfully completed. This is typically required after the:

- Replacement of the Information Electronics control unit (005F)
- Software update of the Information Electronics control unit (005F)
- Adaption changes affecting the Active Noise Cancelling.

Production Solution

Not applicable

Service

Proceed with the following to perform basic settings:

Using the VAS diagnostic tool with the latest ODIS updates, connect to the vehicle and navigate to the control module 005F – Information Electronics 1.

Access the guided functions menu.

- Open Body
- Open Electrical System
- Open Self diagnostic capable system
- Open Control Unit 1 for information electronics – J784
- Open Functions
- Open Basics Settings
- Follow the test plan for “Basic Settings – Active Noise Cancelling”.
- Follow all on-screen prompts to completion.

After basic settings are complete, clear DTC memory.

Confirm no DTCs remain and Active Noise Cancelling operates as expected.

Warranty

Warranty Type – 110 or 90

Damage Service Number – 01 50

Damage Code – 00 41

Labour

Labour Operation Code – 01 50 00 03

Time – 10TU