



Connection offline

Technical product information

Topic	Continental range and Flying Spur - Steering wheel found misaligned during pre delivery inspection road test
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2026285/4
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Vehicle service -> Service, maintenance -> General inspection	service: process -> with determination of concern	
Running gear -> Steering, power-assisted steering -> Steering wheel centre position	functionality -> incorrectly adjusted	
Running gear -> Steering, power-assisted steering -> Steer	functionality -> uneven	
Running gear -> Steering, power-assisted steering	dimensional accuracy	

New workshop code

Object of complaint	Complaint type	Position
Running gear -> Steering, power-assisted steering -> Steering wheel centre position	functionality -> incorrectly adjusted	
Running gear -> Steering system -> Steering wheel	dimensional accuracy -> incorrect fit	
Running gear -> Steering system -> Steering wheel	functionality -> uneven	
Running gear -> Steering system -> Steering wheel	component / consumables -> incorrectly built	

Vehicle data

Continental platform

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39**	2012	E		*	*	*
39**	2013	E		*	*	*
39**	2014	E		*	*	*
39**	2015	E		*	*	*
39**	2016	E		*	*	*

3W**	2011	E		*	*	*
3W**	2012	E		*	*	*
3W**	2013	E		*	*	*
3W**	2014	E		*	*	*
3W**	2015	E		*	*	*
3W**	2016	E		*	*	*
4W21*	2014	E		*	*	*
4W21*	2015	E		*	*	*
4W21*	2016	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	3W	*	B	C				
SCB	*	3W	*	C	C				
SCB	*	3W	*	D	C				
SCB	*	3W	*	E	C				
SCB	*	3W	*	F	C				
SCB	*	3W	*	G	C				
SCB	*	ZA	*	B	C				
SCB	*	ZA	*	C	C				
SCB	*	ZA	*	D	C				
SCB	*	ZA	*	E	C				
SCB	*	ZA	*	F	C				
SCB	*	ZA	*	G	C				

Documents

Document name
master.xml



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Technical product information

Transaction No.: 2026285/4

Continental range and Flying Spur - Steering wheel found misaligned during pre delivery inspection road test

Customer statement / workshop findings

When conducting the pre delivery inspection (PDI) road test the steering wheel is misaligned from centre

Technical background

The following TPI explains the procedure which must be followed should the steering wheel be found to be misaligned during the road test at the time of carrying out the PDI.



It is imperative all steps within the TPI are followed before any steering geometry checks and adjustments are made, the steering geometry should only be checked and adjusted once clarification has been given from your Bentley Motors TSC.

Production change

Not applicable

Measure



Before carrying out the following measurement procedure, ensure the car ride height level is set at NORMAL, this can be checked via the infotainment screen

1. With the vehicle parked on a flat and even surface measure from the centre of each wheel (Figure 1 point A) to the lowest edge of the wheel arch (Figure 1 point B) record all measurements in mm



Figure 1

LHF	mm	RHF	mm
LHR	mm	RHR	mm

2. Using the Infotainment unit check and record all four tyre pressures, Figure 2 shows the Infotainment screen fitted in 12 Model year vehicles

Figure 3 shows the infotainment screen fitted in 2011 Model Year vehicles



Only inflate the tyres as detailed on the tyre pressure label, which is fixed to the cars "B/C" post.

The tyre speed setting should be set at Normal speed this can be checked via the infotainment screen

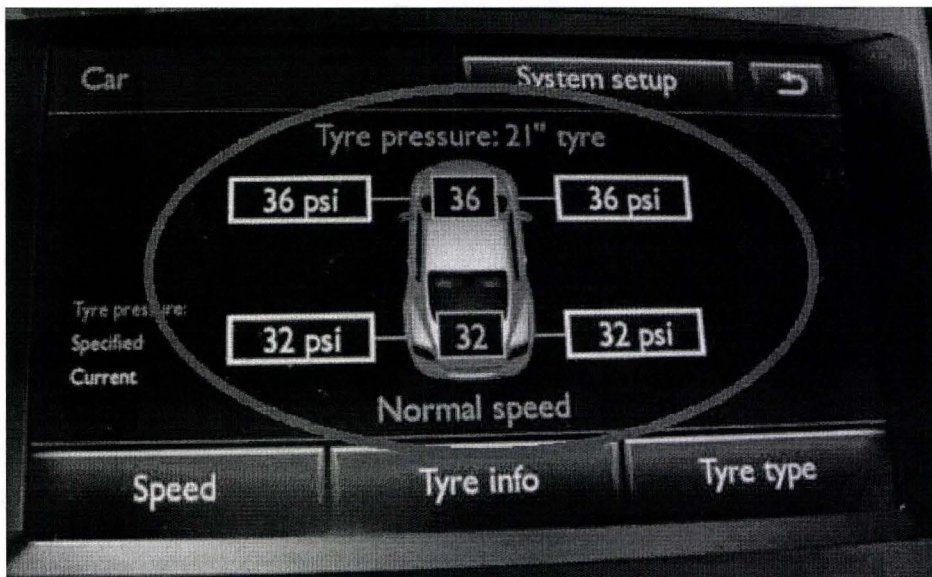


Figure 2

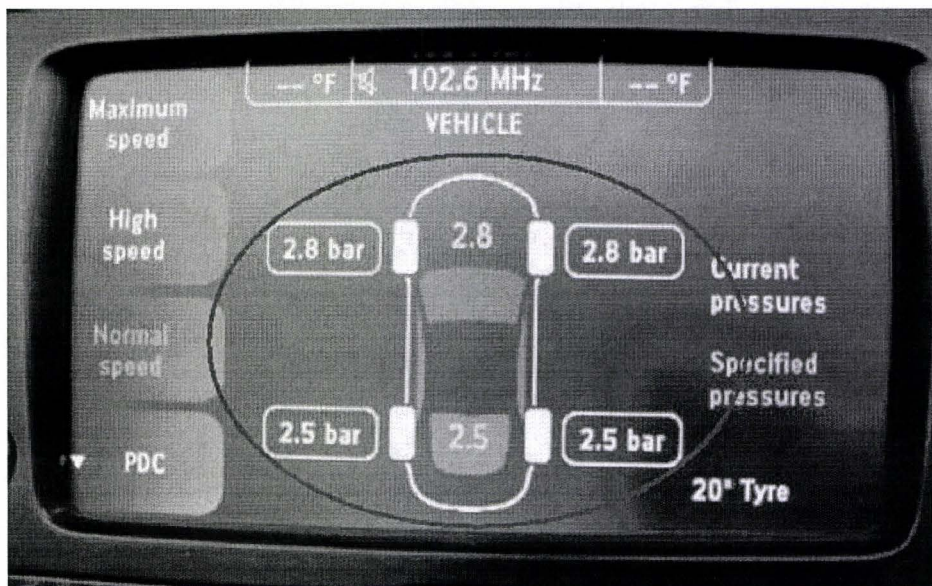


Figure 3

Record tyre pressures in bar or psi

LHF	RHF
LHR	RHR

3. Remove Drivers Airbag - Refer to workshop manual Rep Gr 69 passenger protection – Driver's air bag – To remove and fit

4. Are there any dot punch indentations on the steering wheel securing bolt (Figure 4) indicating that the steering wheel has been previously removed?

Tick the appropriate box

YES	NO
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If YES, How many dot punch indentations are evident? Tick the appropriate box, If NO proceed to procedure 5

1	2	3	4	5
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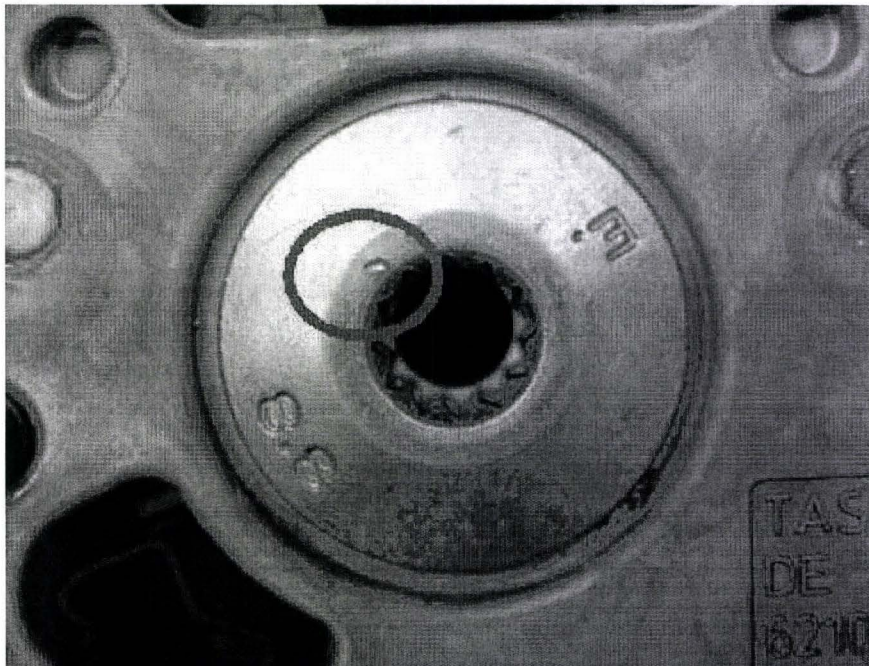


Figure 4

5. Remove the steering wheel securing bolt

6. Check the timing line on the steering wheel (Figure 5A) is aligned with the dot punch on the steering column (Figure 5B)

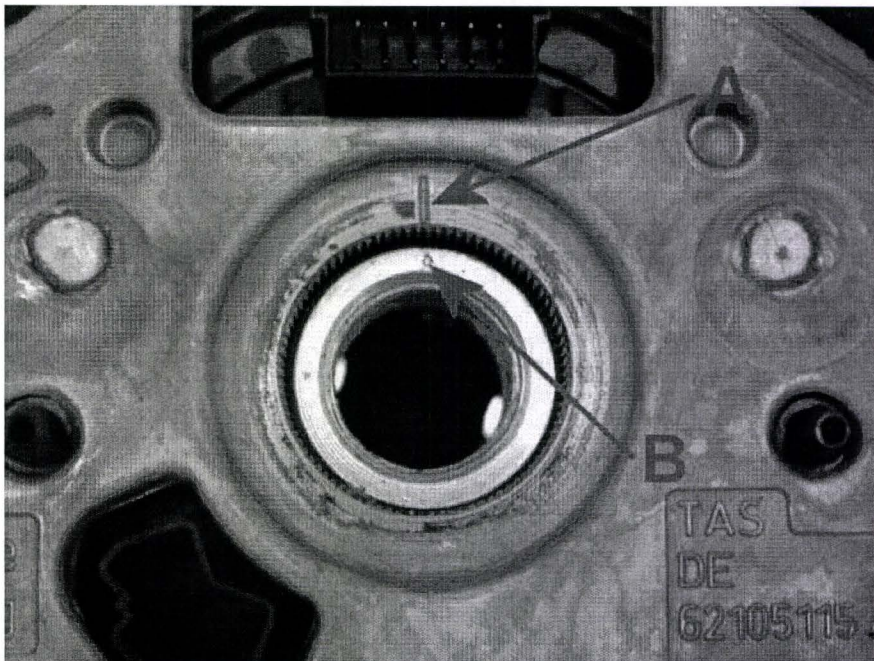


Figure 5

Is the steering wheel timing mark aligned with the steering column dot punch? Tick the appropriate box

YES	NO
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If NO the steering wheel should be aligned go to **SECTION 2**

If YES follow the points below

- Fit the steering wheel securing bolt and torque tighten to 50 Nm
 - Dot Punch the steering wheel securing bolt to confirm the bolt has been torque tightened (Figure 6)
- NOTE: The bolt can only be fitted and torque tightened five times, after which it must be renewed

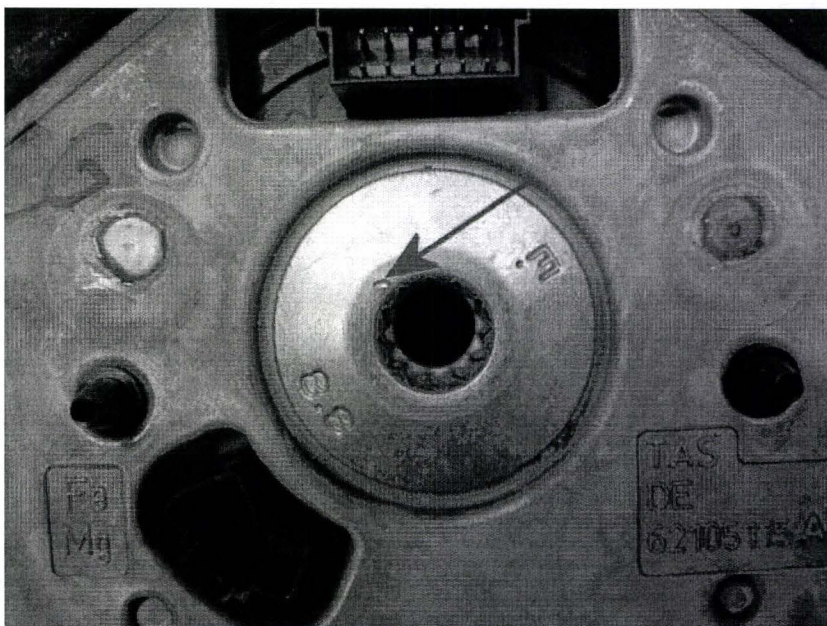


Figure 6

- Refit the Drivers Air Bag - Refer to workshop manual Rep Gr 69 passenger protection – Driver’s air bag – To remove and fit

Is the steering wheel still misaligned? Tick the appropriate box

YES	NO
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If YES raise a DISS ticket please include a copy of this TPI including the recorded results, await clarification from your TSC before making any steering geometry checks and adjustments



Should TSC grant permission to check and if required adjust the steering geometry, screen shots of the results before and after must also be supplied for Quality analysis, should screen shots not be supplied this may affect your Warranty claim.

If NO any further action is not required

SECTION 2

7. Carefully remove the steering wheel from the steering column, Refer to workshop manual Rep Gr 48 Steering Wheel – To Remove and Fit



Whilst the steering wheel is briefly removed for realignment DO NOT under any circumstances move or turn any part within the zone in Figure 7, the multi function switch ribbon cable can be damaged, leading to the possible replacement of the multi function switch

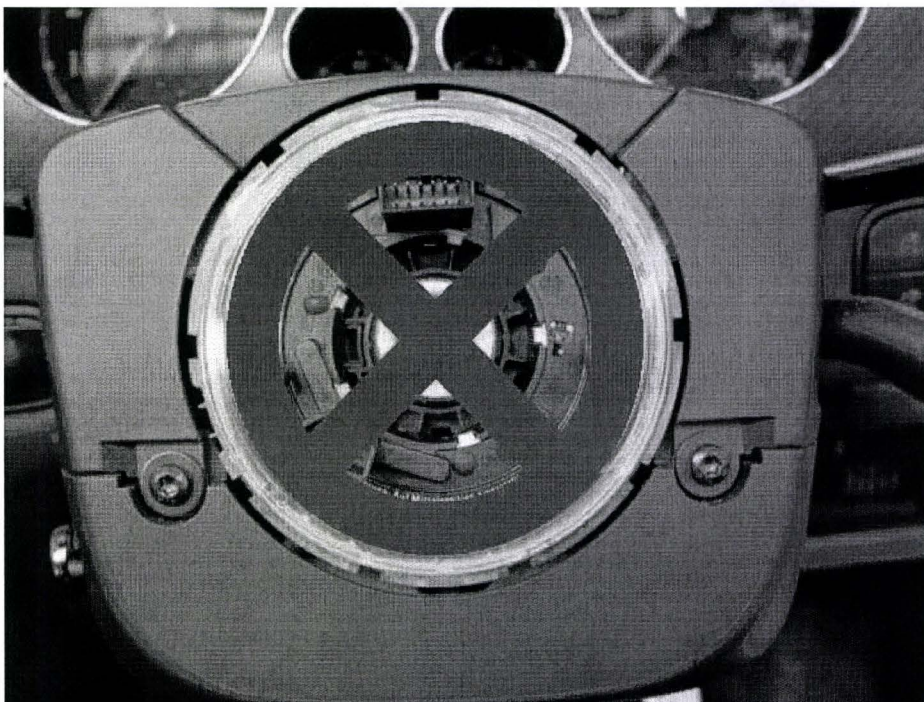


Figure 7

8. Refit the steering wheel ensuring the timing line on the steering wheel is aligned with the dot punch on the steering column (Refer to Figure 5), Refer to workshop manual Rep Gr 48 Steering Wheel – To Remove and Fit

Is the steering wheel still misaligned after refitting? Tick the appropriate box

YES	NO
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If YES raise a DISS ticket please include a copy of this TPI including all recorded results, await for clarification from your TSC before making any steering geometry checks and adjustments



Should TSC grant permission to check and if required adjust the steering geometry, screen shots of the results before and after must also be supplied for Quality analysis, should screen shots not be supplied this may affect your Warranty claim.

If NO any further action is not required

Warranty accounting instructions

Warranty Type	910
Labour Operation Code	48 10 05 00
Damage Service Number	48 10
Damage Code	00 11
Time	50 Time units / 30 Minutes

Parts information

Not applicable

Customer information

Not applicable