

Technical product information

Topic	New Continental GT - GTC and Flying Spur - Steering wheel noise
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2027022/5
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Running gear -> Steering system	Noise, vibration	
Running gear -> Steering system -> Steering wheel	component / consumables -> damaged	
Running gear -> Steering, power-assisted steering -> Steer	Noise, vibration -> noise	
Running gear -> Steering, power-assisted steering	functionality	
Running gear -> Steering system	functionality	
Occupant protection, pedestrian protection -> Airbag -> Driver airbag	component / consumables -> loose	

New workshop code

Object of complaint	Complaint type	Position
Running gear -> Steering system -> Steering wheel hub trim	Noise, vibration -> noise	
Running gear -> Steering system -> Steering column	Noise, vibration -> noise	
Running gear -> Steering system -> Steering wheel	dimensional accuracy -> incorrect fit	
Running gear -> Steering system -> Steering wheel	component / consumables -> incorrectly built	
Running gear -> Steering system -> Steering wheel electronics control unit	component / consumables -> offset	
Running gear -> Steering system -> Steering adjustment control unit	component / consumables -> offset	
Occupant protection, pedestrian protection -> Airbag -> Driver airbag	Noise, vibration -> noise	

Vehicle data

New Continental GT,GTC and Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39*	2013	E		*	*	*
39*	2014	E		*	*	*
39*	2015	E		*	*	*
39*	2016	E		*	*	*
4W2*	2014	E		*	*	*
4W2*	2015	E		*	*	*
4W2*	2016	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	3W	*	D	C	040000	999999		
SCB	*	ZA	*	D	C	040000	999999		
SCB	*	3W	*	E	C	040000	999999		
SCB	*	ZA	*	E	C	040000	999999		
SCB	*	3W	*	F	C	040000	999999		
SCB	*	ZA	*	F	C	040000	999999		
SCB	*	3W	*	G	C	040000	999999		
SCB	*	ZA	*	G	C	040000	999999		

Documents

Document name
master.xml

Customer statement / workshop findings

Chafing/grinding noise from the steering wheel/steering column area.

Technical background

The chafing/grinding noise occurs when turning the steering wheel from lock to lock. The noise is not always evident throughout the full cycle. The noise is due to the multi-function switch coupling contacting the inner face of the steering cowl.

Follow [all](#) instructions within the Measure section of this TPI.

Production change

N/A

Measure

1. Slacken off the multi-function steering column (J453) switch 4mm allen bolt fixing which can be accessed through the steering column lower cowl (Figure 1).



Figure 1

- With extreme care, push the multi-function switch forwards to its natural resting position using the gear selector paddles (Figure 2) **IMPORTANT:** Do not force the switch over its natural resting position.



Figure 2

- Torque tighten the 4mm allen bolt fixing to 1.8Nm.
- Turn the steering from lock to lock to confirm the noise is no longer evident
- Should the noise **NO** longer be evident, no further action is required.

IMPORTANT NOTE: In the event that the noise is still evident after conducting procedure 1, please carry on with this TPI from procedure 2

2. Remove the driver's airbag (Refer to workshop manual Rep Gr 69 passenger protection - Driver's air bag - to remove and fit).

- With the airbag completely removed and disconnected, turn the steering wheel from lock to lock



Should the noise **NO** longer be evident with the airbag removed, please raise a DISS ticket, await feedback from your TSC before carrying out any other work, TSC will request information relating to the multi function switch in order to determine and clarify the potential root cause

3. Should the noise still be evident with the airbag removed and procedure 1 was conducted as per instructions - Replace the multi-function switch

(Refer to Workshop manual Rep Gr 96 - Switches - Multi function steering column switch (J453) - To remove and refit) – Please Refer to the ETKA parts catalogue for all VIN specific parts information

When refitting the drivers airbag ensure all instructions from procedure 4 are fully adhered to

4. The driver's airbag loom must be routed down away from the airbag plug (Figure 3).

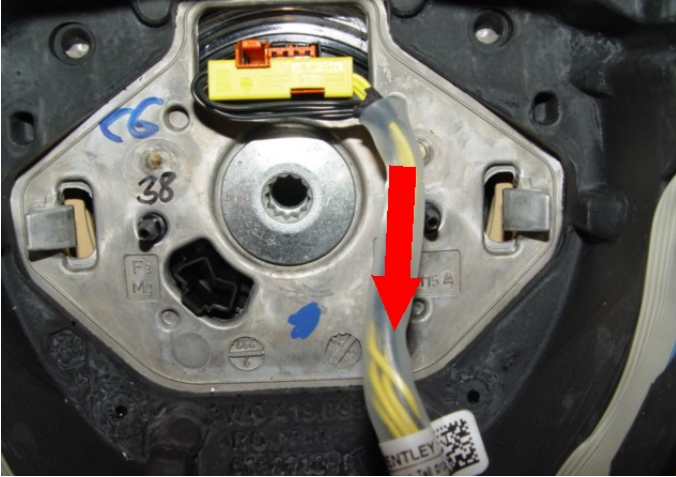


Figure 3

IMPORTANT: Before refitting the driver's airbag check that the loom is secure in the loom clip at the bottom of the driver's airbag (Figure 4) and ensure the loom does not get trapped or damaged when refitting the driver's airbag.

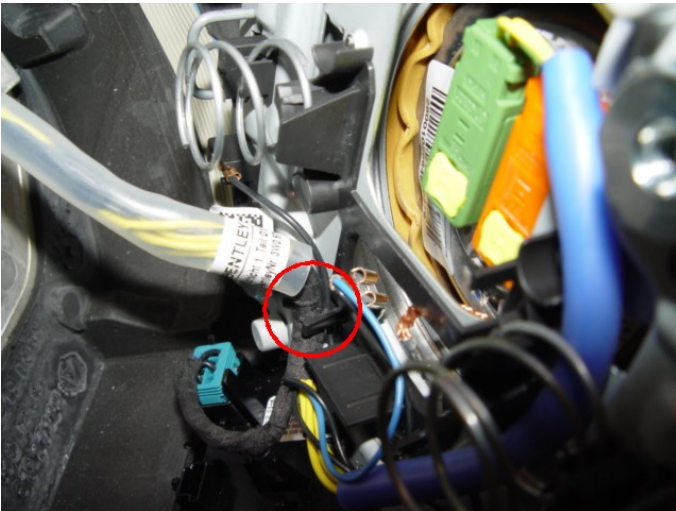


Figure 4

5. Refit the driver's airbag (Refer to workshop manual Rep Gr 69 passenger protection - Driver's air bag - to remove and fit).

Warranty accounting instructions

Time to carry out multi-function switch adjustment

Warranty Type	910 or 110
Labour Operation Code	94 50 15 00
Damage Service Number	94 50
Damage Code	00 20
Time	10 time units / 6 minutes

Time to remove and refit drivers airbag

Warranty Type	910 or 110
Labour Operation Code	97 66 05 00
Damage Service Number	94 50
Damage Code	00 20
Time	30 time units / 18 minutes

Time to carry out multi-function switch replacement

Warranty Type	910 or 110
Labour Operation Code	94 50 19 00
Damage Service Number	94 50
Damage Code	00 20

Time

70 time units/42 minutes

Parts information

Please Refer to the ETKA parts catalogue for all VIN specific parts information