

## Technical product information

<b>Topic</b>	Vibration humming noise in cabin front bulkhead
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2040820/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	30-Jun-2015

### New customer code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Dashpanel, centre console -> Dashpanel trim	Noise, vibration -> noise	centre
Engine -> Operation, engine control -> Engine control unit	Noise, vibration -> rattle	

### New workshop code

Object of complaint	Complaint type	Position
Engine -> Induction system, charging systems, vacuum systems -> Sound generator	dimensional accuracy -> incorrect fit	

## Vehicle data

### V8S only

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39322B	2014	E		*	*	*
39322B	2015	E		*	*	*
39422B	2014	E		*	*	*
39422B	2015	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	*	C	091281	097155		
SCB	***	**	*	*	C	040000	099999		

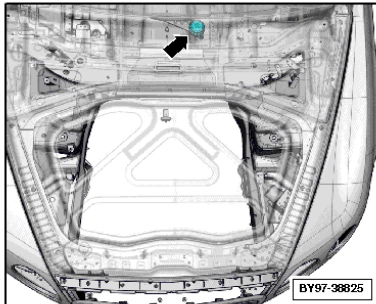
## Documents

Document name
<a href="#">master.xml</a>
<a href="#">master.doc</a>

## Customer statement / workshop findings

Vibration (humming/rattle) emanating from behind instrument panel specifically when 'Sport' mode is enabled

## Technical background



The engine sound actuator speaker (R257) and or associated wiring can, when operating 'Sport' mode only, foul on the HVAC casing or plenum cover. This component (R257) is located in the plenum adjacent to the HVAC system housing and when this foul occurs the vibration appears to emanate from behind the instrument panel

## Production change

Under investigation

## Measure

On occurrence of vibration (humming/rattle) being reported from inside the cabin and that noise is only present when 'Sport' mode is selected, then as part of your investigation first remove the plenum cover and check the clearance between the engine sound actuator (R257) and the HVAC system housing (see Figure 1). Refer to "Plenum cover - To remove and fit". Rep.Gr.87. Also check the harness is clear of the plenum cover when fitted (see Figure 2)

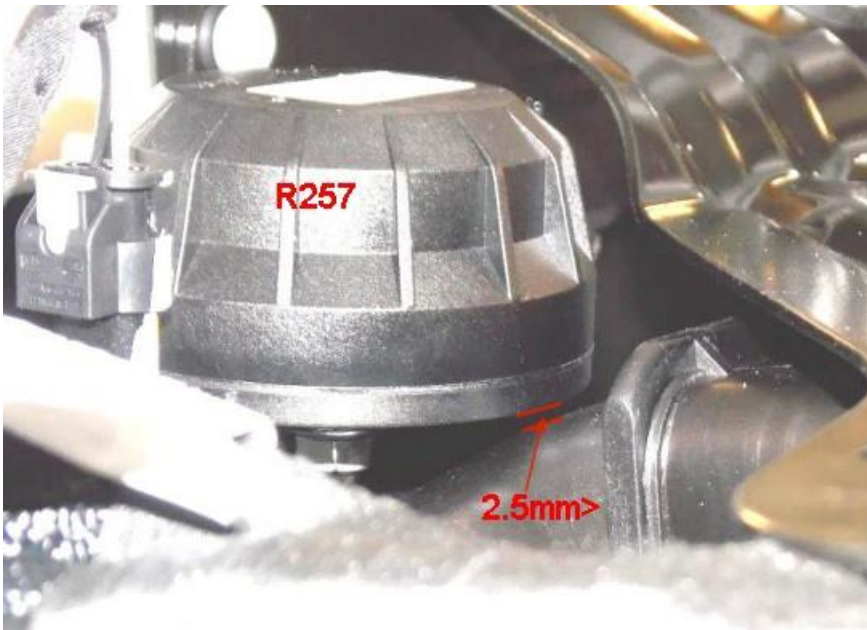


Figure 1

If the clearance is less than 2.5mm or there is evidence of a foul condition then contact Bentley Product Support raising a DISS query



Figure 2

Ensure clip A is fitted and no foul condition can exist between harness at point B and the fitted plenum cover

Check the nut securing the engine sound actuator speaker (R257) to the bracket is tight (6Nm) and the nut securing the bracket to the body (12Nm)

If all the above checks are correct and the vibration (humming/rattle) is still evident emanating from the engine sound actuator speaker even when removed from the bracket then replace the component R257