

Technical product information

Topic	New Continental GT - GTC and Flying Spur - Steering wheel noise
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2027022/7
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*	2012	E		*	*	*
39*	2013	E		*	*	*
39*	2014	E		*	*	*
39*	2015	E		*	*	*
39*	2016	E		*	*	*
39*	2017	E		*	*	*
39*	2018	E		*	*	*
4W2*	2014	E		*	*	*
4W2*	2015	E		*	*	*
4W2*	2016	E		*	*	*
4W2*	2017	E		*	*	*
4W2*	2018	E		*	*	*

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.

Production change

Not Applicable

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)

2) **IMPORTANT:** Do not force the switch over its natural resting position.



Figure 2

- Torque tighten the 4mm Allen bolt fixing as per the multi-function steering column switch procedure - workshop manual Rep. Gr 96
- 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.

NOTE: In the event that the noise is still evident after conducting procedure 1, please go to procedure 2

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The next procedure requires the steering column multifunction switch to be removed, during the remove and refit process Do Not under any circumstances move or turn any part within the zone shown in Figure 3, the multifunction switch ribbon cable can be damaged, leading to the possible replacement of the multi function switch



Figure 3

2. Remove the multi-function steering column switch—Refer to workshop manual Rep.Gr 96

- Once removed, visually check the multi-function switch for any abnormalities which could stop the switch from locating into its natural resting position
- Check the steering column visually check for any abnormalities which could stop the switch from locating into its natural resting position

3. Refit the multi-function steering column switch—Refer to workshop manual Rep.Gr 96

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At this stage do not refit the steering column trim covers, steering wheel and airbag, for photographic purposes only Figure 4 was taken with the unit dash out of the vehicle

4. Referring to Figures 4 and 5, check the multi-function switch is between 25mm / -1mm from the indicated datum point (loom carrier to end of datum point), this will confirm the switch is in its natural resting position

- If the distance is over the maximum tolerance of 25mm please investigate further

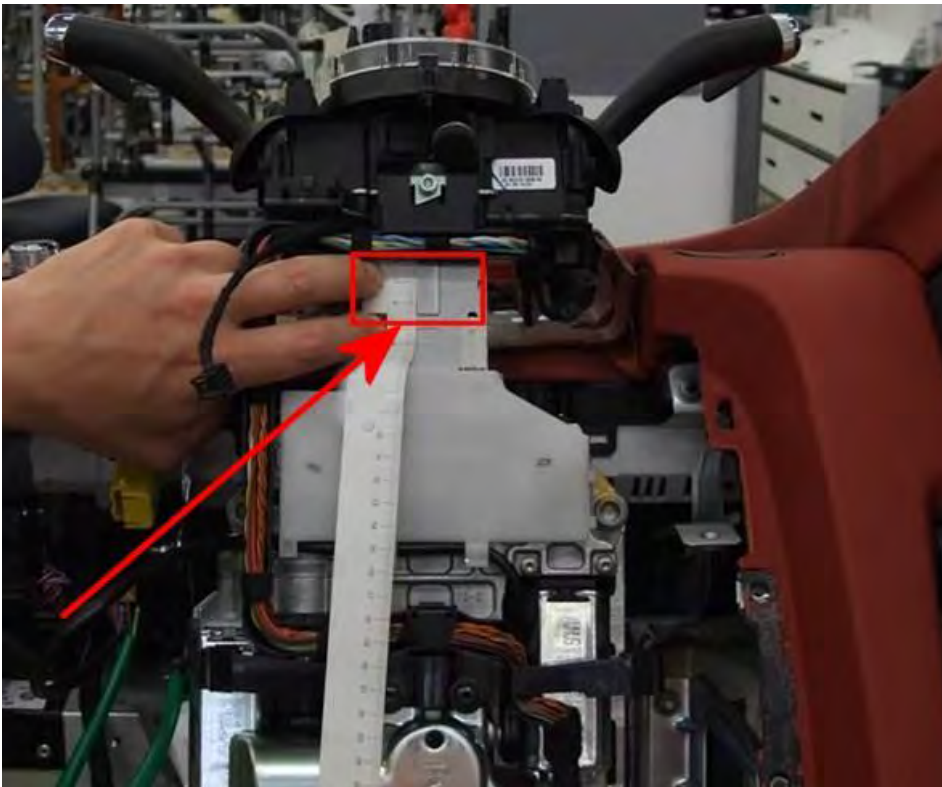
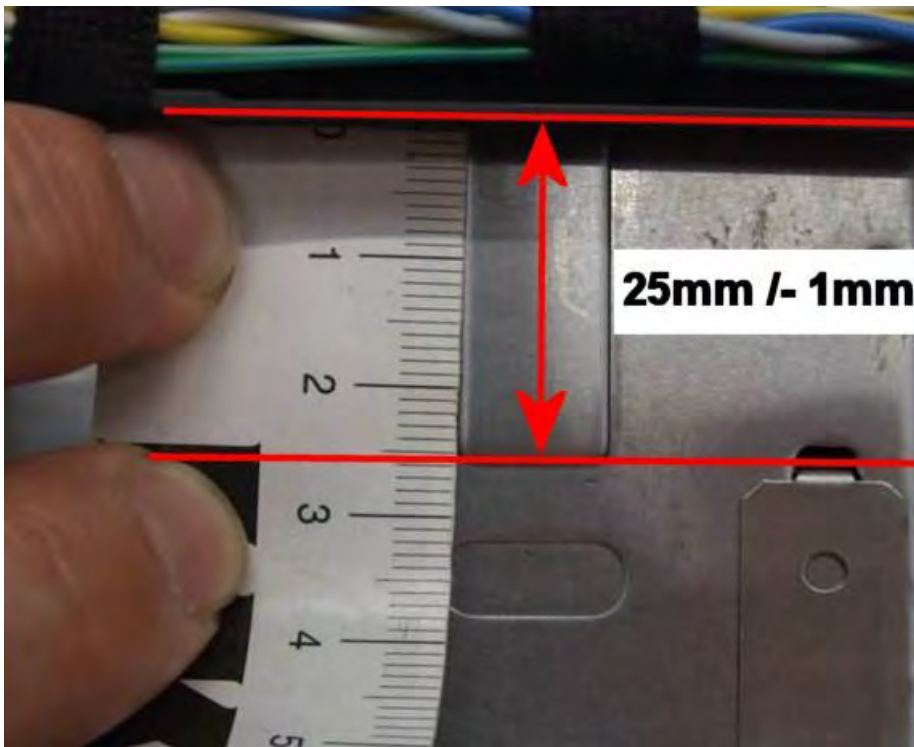


Figure 4



5. If the distance is a minimum of 25mm +/- 1mm is achieved, Refit the steering column trim covers

- Refit the steering wheel— Refer to workshop manual Rep.Gr 48

6. The driver's airbag loom must be routed down away from the airbag plug (Figure 5)

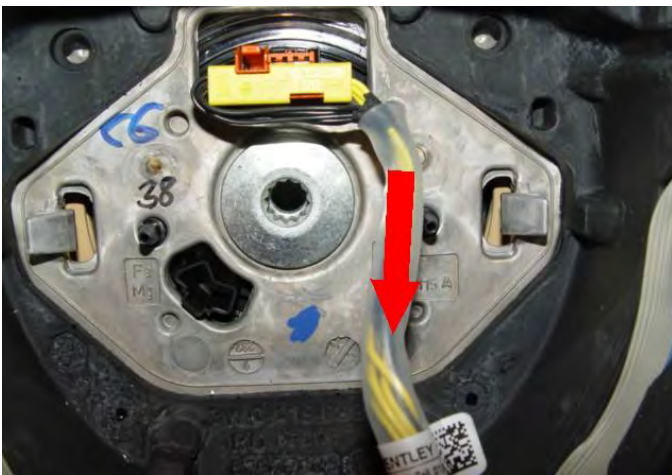


Figure 5

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 6) and ensure the loom does not get trapped or damaged when refitting the driver's airbag.



Figure 6

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

8. If the noise is still evident after conducting this TPI please raise a DISS query, please attach a good quality video of the issue to the DISS query

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

Time to carry out multi-function switch remove and refit

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

Parts information

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The steering wheel bolt can only be fitted and torque tightened five times, after which it must be renewed.