



Connection offline

Technical product information

Topic	New Continental GT - GTC and Flying Spur - Steering wheel noise
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2027022/4
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	dimensional accuracy -> incorrect fit	
Running gear -> Steering system -> Steering wheel	component / consumables -> incorrectly built	
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 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 and Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
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39*	2013	E		*	*	*
39*	2014	E		*	*	*
39*	2015	E		*	*	*
39*	2016	E		*	*	*
4W21*	2013	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	*	*	C				
SCB	*	ZA	*	*	C				

Documents

Document name
master.xml
newgtsteeringwheelnoise.doc

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Technical product information

Transaction No.: 2027022/4

New Continental GT - GTC and Flying Spur - Steering wheel noise

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.

Reposition the steering column multi-function switch as described in the Measure section.

Production change

N/A

Measure

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

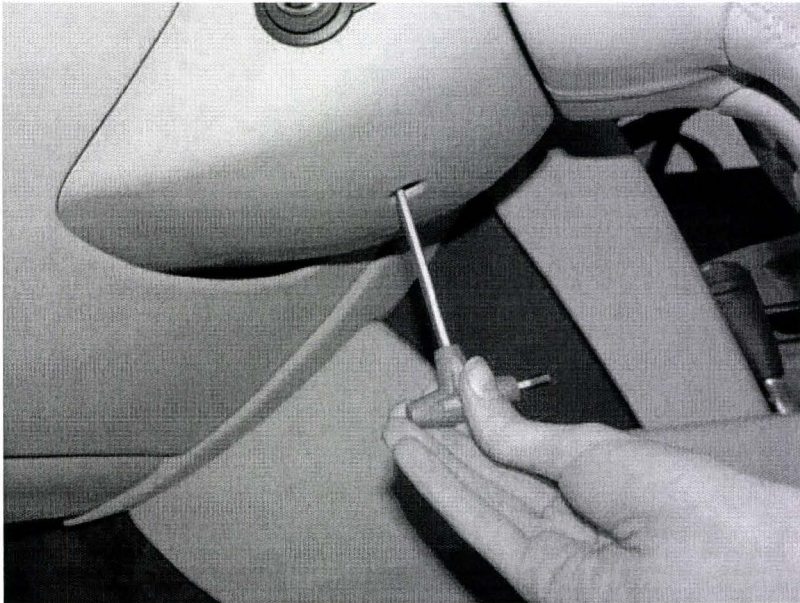


Figure 1

2. 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.

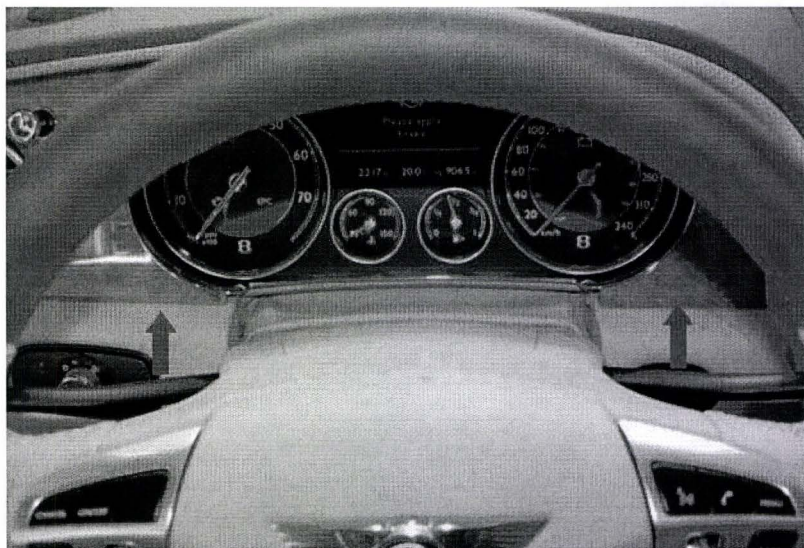


Figure 2

3. Torque tighten the 4mm Allen bolt fixing to 1.8Nm.
4. Should the noise still be present, remove the driver's airbag (Refer to workshop manual Rep Gr 69 passenger protection - Driver's air bag - to remove and fit).
5. Ensure the driver's airbag loom is routed down away from the airbag plug (Figure 3).

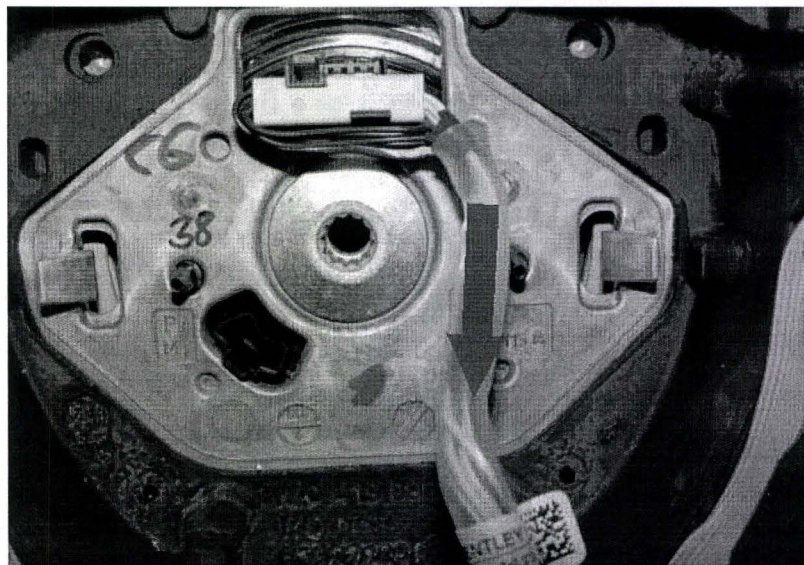


Figure 3

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.

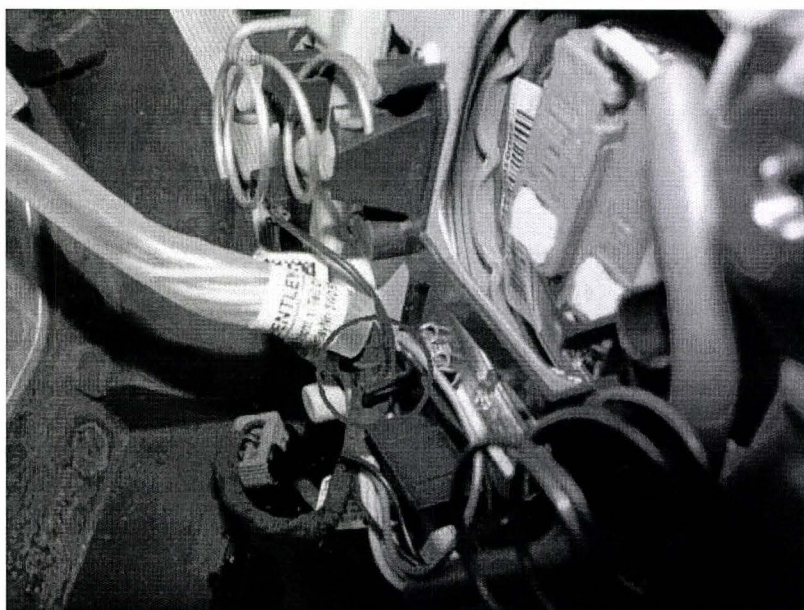


Figure 4

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

7. Should the noise still be evident after completing this TPI - raise a DISS ticket. Once clarification has been given from TSC - replace the multi-function switch (Refer to Workshop manual Rep Gr 96 - Switches - Multi function steering column switch - To remove and refit).

IMPORTANT: Return the original switch back to the Bentley Motors Quality Department for analysis using the parts return process.

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 carry out multi function switch adjustment and airbag loom check

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
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Labour Operation Code	94 50 19 00
Damage Service Number	94 50
Damage Code	00 20
Time	70 time units/42 minutes

Parts information

N/A

Customer information

N/A