

## Technical product information

<b>Topic</b>	Mulsanne Rear Screen Sunblind Door Bounce
<b>Market area</b>	Worldwide Bentley (1WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2025291/2
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Sunblind operation -> Electrically lower rear screen blind	Noise, vibration -> noise	
Body fixtures and fittings -> Sunblind operation -> Electrically raise rear screen blind	Noise, vibration -> noise	
Body fixtures and fittings -> Sunblind operation -> Electrically lower rear screen blind	functionality -> without function / defect	
Body fixtures and fittings -> Sunblind operation -> Electrically raise rear screen blind	functionality -> without function / defect	
Information, navigation, communication, entertainment -> Audio, video, television	Noise, vibration	
Body fixtures and fittings -> Sunblind operation	Noise, vibration	
Body fixtures and fittings -> Sunblind operation	functionality	
Body fixtures and fittings -> Rear view mirror, sun visors, sunblind	Noise, vibration	
Body fixtures and fittings -> Trays, storage compartments, handles	Noise, vibration	

### New workshop code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Rear view mirror, sun visors, sunblind -> Roll-up sunblind -> Roller sunblind guide rail	Noise, vibration -> creak	

Technical product information

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Rear view mirror, sun visors, sunblind -> Roller sunblind motor	component / consumables -> incorrectly built	rear
Body fixtures and fittings -> Rear view mirror, sun visors, sunblind -> Roller sunblind motor	functionality -> without function / defect	rear
Information, navigation, communication, entertainment -> Audio, video, television -> Speaker	Noise, vibration -> sound is distorted	rear
Body fixtures and fittings -> Trim, covers, floor cover -> Rear panel trim	Noise, vibration -> noise	
Body fixtures and fittings -> Trays, storage compartments, handles -> Parcel shelf	Noise, vibration -> noise	
Body fixtures and fittings -> Trim, covers, floor cover -> Luggage compartment side trim	Noise, vibration -> noise	> not specified <

## Vehicle data

### Mulsanne

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*

### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	ZH	*	B	C	000001	██████		
SCB	*	3Y	*	B	C	000001	██████		

## Documents

Document name
master.xml

## Customer statement / workshop findings

When driving on rough road surfaces at low speed or when the audio is in use with high volume and high bass levels selected vibrations can be heard from the rear parcel shelf area.

## Technical background

The rear screen sunblind door vibrates/resonates causing noise which may be audible within the cabin area

## Production change

## Measure

Lift up the rear screen sunblind door (Figure 1)

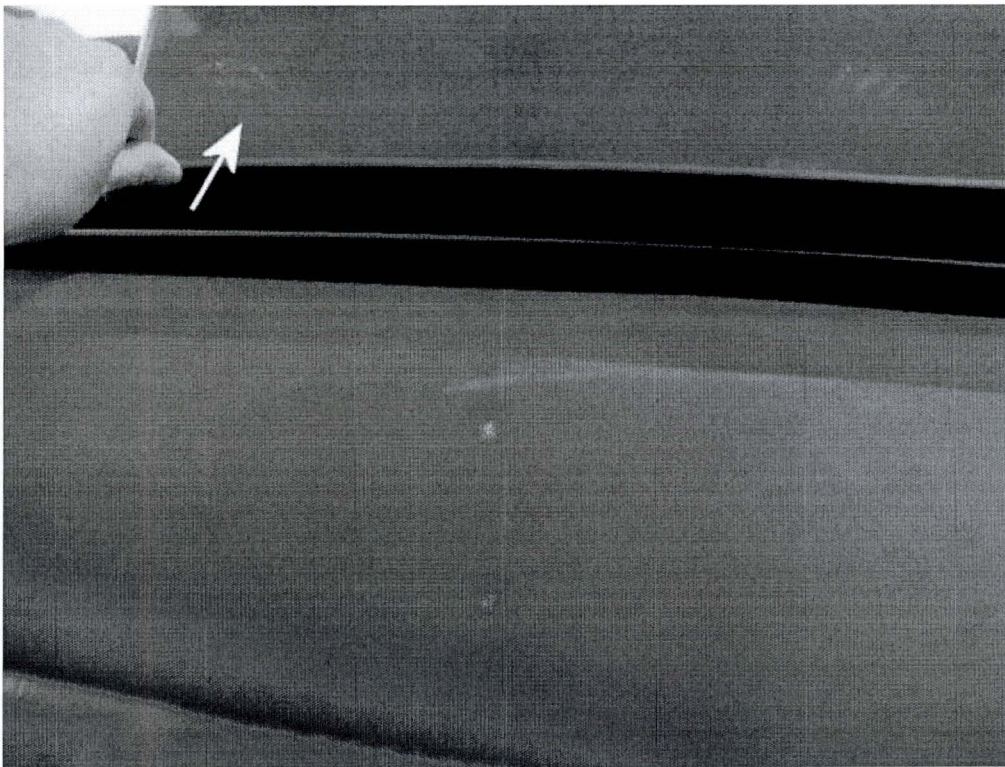


Figure 1

1. Fit seven bump pads to the underside of the rear screen sunblind door in the positions shown in Figure 2, **NOTE:** Should the blind door already have the seven pads fitted go to procedure 2



For photographic purposes only Figure 2 was taken with the blind removed from the vehicle. **DO NOT REMOVE** the blind to carry out this TPI

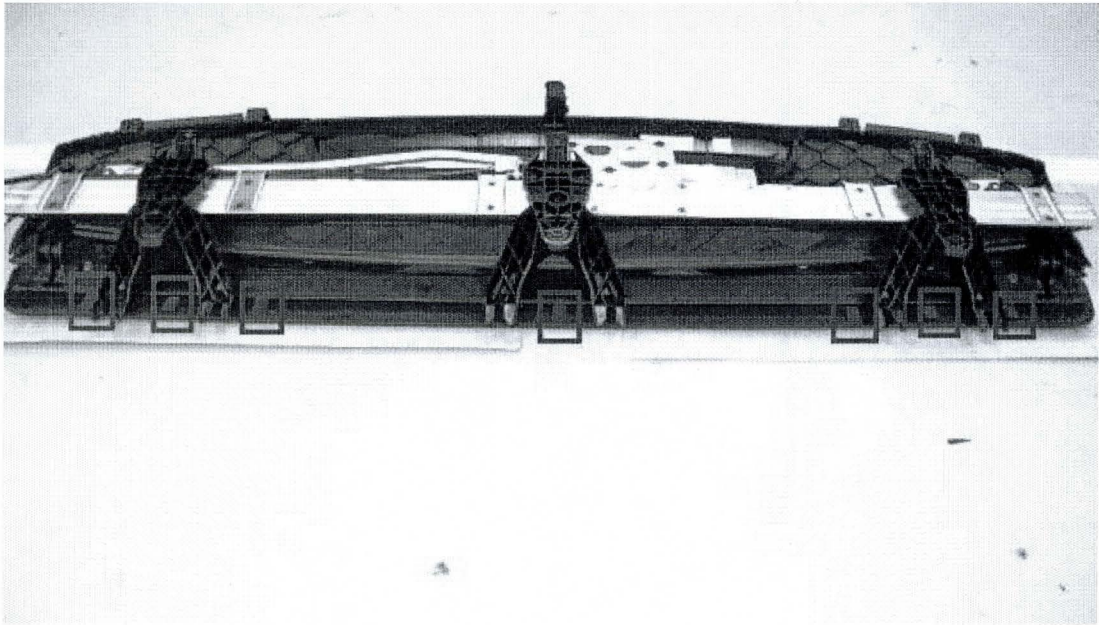


Figure 2

**NOTE:** when the sunblind door is closed the pads should not be visible, if positioned as shown in Figure 3 the pads will act as cushion between the door and the parcel shelf lip

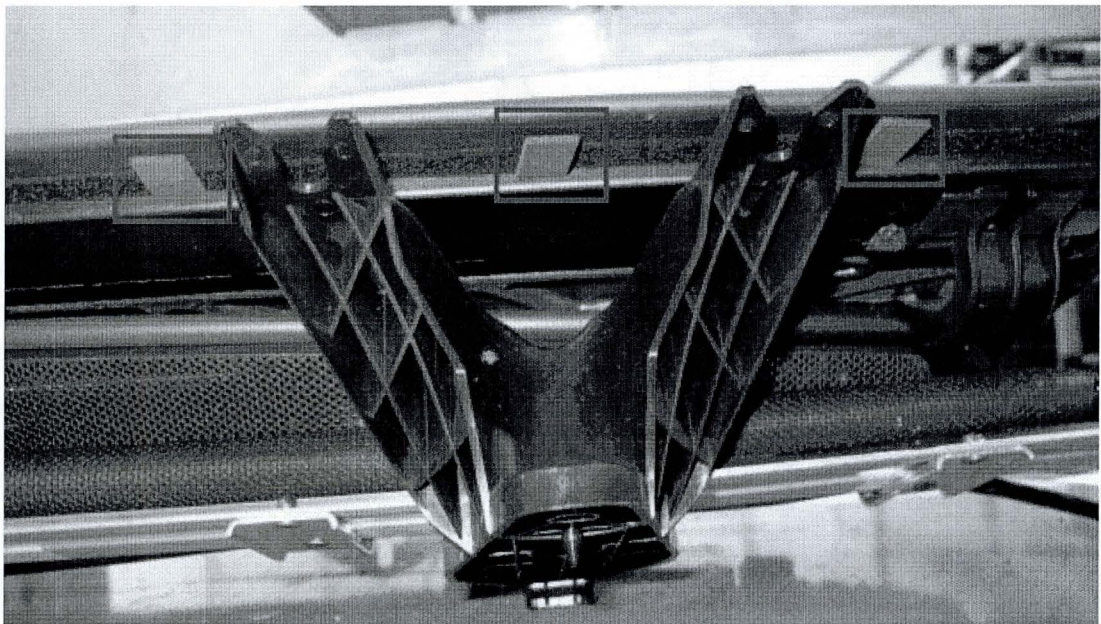


Figure 3

2. Should the vibration still be evident with the seven pads fitted/present please raise a DISS ticket. Include as much information as possible relating to the area/s and the operating conditions in which the vibration is emitting, for example:

- Rear parcel shelf
- Boot trim panels
- Rear speaker distortion
- Rear doors

**IMPORTANT:** Await feedback from your TSC before commencing with any other work.

## Warranty accounting instructions

Warranty Type 910 or 110

Labour operation code 68 96 41 04

Damage Service Number 68 96

Damage Code 00 13

Time 10 Time units

## Parts information

Part Number	Quantity
3Y5 858 299	7

## Customer information

To be carried out on qualified customer complaint only