

Technical product information

Topic	Continental Series and Flying Spur HVAC Valve Knock
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2045028/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
overall vehicle -> assemblies -> vehicle	noise, vibration -> thump	
overall vehicle -> assemblies -> vehicle	noise, vibration -> noise	
body -> superstructure	noise, vibration	
body fixtures and fittings -> dashpanel, centre console	noise, vibration	
air-conditioning -> heating, cooling	noise, vibration	
air-conditioning -> heating, cooling -> automatic A/C mode	noise, vibration -> noise	
air-conditioning -> operation, climate control	noise, vibration	

New workshop code

Object of complaint	Complaint type	Position
air-conditioning -> heating -> heater pump valve unit	component / consumables -> wrong	

Vehicle data

Continental Series and Flying Spur

Salestypes

Type	MY	Brand	Designation	Engine code	Gearbox code	Finaldrive 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
master.doc

Customer statement / workshop findings

Regular "thud" noise from the Plenum resonating through the vehicle cabin.

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This TPI must only be conducted after receiving a valid customer complaint.

Technical background

The HVAC Water Pump/Valve unit - *Figure 1* - contains two solenoids used to control coolant flow to the heater matrix. During normal operation of the solenoids it may be possible to hear a regular "thud" noise within the vehicle cabin.

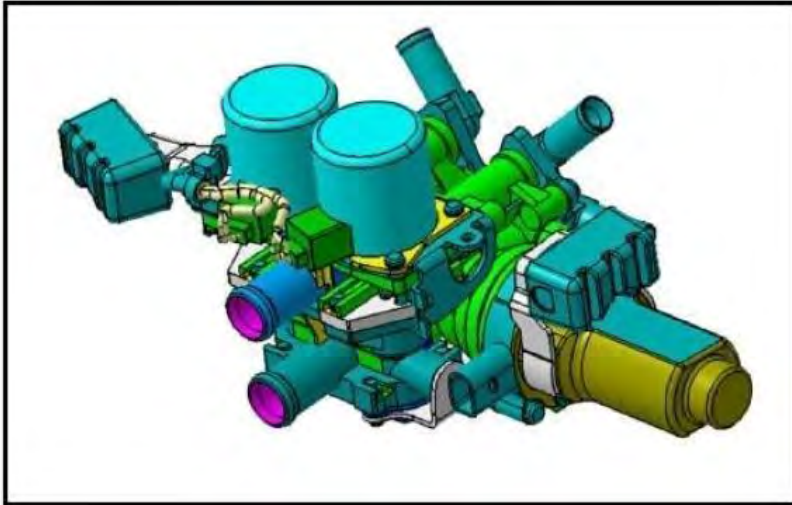


Figure 1

Production change

Not applicable, service solution only.

Measure

With a confirmed complaint of a "thud" noise being generated by the HVAC Water Pump/Valve unit, the link loom 3W0 970 186 - *Figure 2* - should be installed. The link loom consists of two resistors to reduce electrical current to the Water Pump/Valve unit, the solenoids then operate with reduced audible feedback.

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The HVAC Water Pump/Valve unit - V50 - is fitted next to the HVAC unit, under the plenum cover. It is located on the left side for Right Hand Drive cars and on the right side for Left Hand Drive cars.

The following steps show a Left Hand Drive car, the procedure for Right Hand Drive is almost the same and the link loom should be suitably secured with cable ties.

On Left Hand Drive cars the harness tray should be removed to allow correct routing/security of the link loom - Refer to Repair Group 10 - 6.0LW128HP - "Engine and automatic transmission (W128HP) - To remove and fit" - for harness tray removal instruction.



Figure 2

1. Remove the Plenum cover - Refer to Repair Group 87 - *Air conditioner - HVAC engine bay components - Plenum cover - To remove and fit.*
2. Disconnect the Water Pump / Valve unit plug from the electrical connector shown in *Figure 3*.

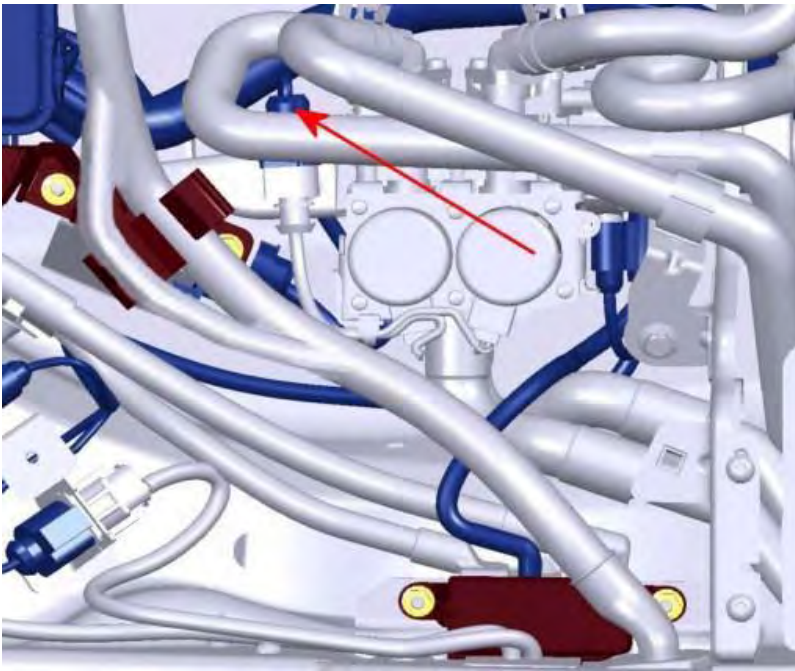


Figure3

3. Remove the cable tie and discard - *Figure 4.*

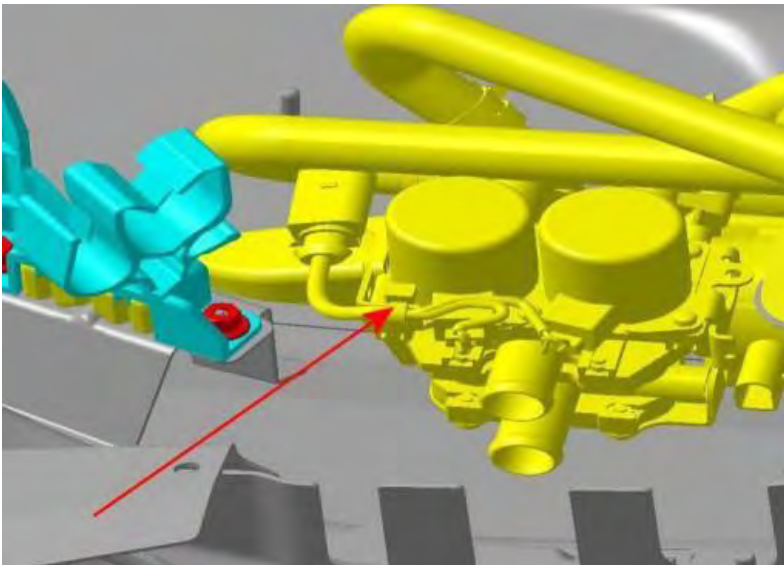


Figure 4

4. Depress the securing tab and slide the Water Pump / Valve unit electrical connector from its locating position - *Figure 5.*

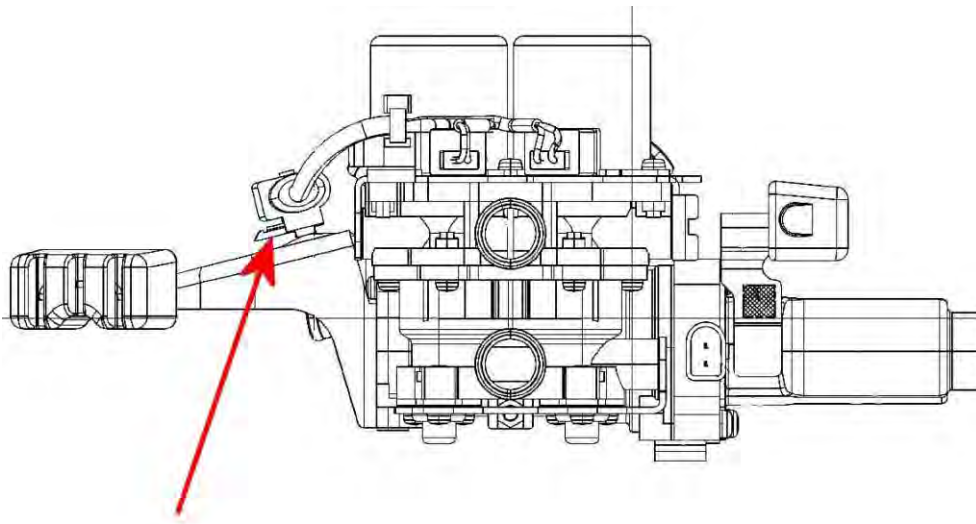


Figure 5

5. Insert the link loom between the connector and the previously disconnected plug.

NOTE: Link loom will only fit one way.

6. Secure the link loom to the Cable Holder using a cable tie - Do not secure to coolant or HVAC pipework - *Figure 6.*



Figure 6

7. Secure the Water Pump/Valve unit loom with a cable tie using the original locating position, ensure the loom does not contact any peripheral components - *Figure 7.*

For **Right Hand Drive vehicles** the process is similar, the link loom should be suitably positioned and secured.



Figure 7

8. Refit plenum cover-Refer to Repair Group 87-Air conditioner-HVAC engine bay components-Plenum cover-To remove and fit.

Warranty accounting instructions

Warranty Type 110 or 910
Labour Operation Code 80364900
Damage Service Number 8036
Damage Code 00 20
Time 50 Time units

Parts information

Part Number	Description	Quantity
3W0 970 186	Link loom	1