

Technical Service Bulletin

Topic	Buzzing noise from engine area
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2053351/4
Level	EH
Status	Released for publishing
Release date	May 17, 2019

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation	noises, vibrations	

Vehicle data

Bentyaga W12 - New Continental GT and New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
4V14A9	2017	E		*	*	*
4V14A9	2018	E		*	*	*
4V14A9	2019	E		*	*	*
4V14A9	2020	E		*	*	*

Documents

Document name
master.xml

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Condition

Workshop findings:

Buzzing noise heard at idle from the sump area when the vehicle is elevated on a workshop ramp.
The noise cannot be heard from inside the cabin or outside of the vehicle in normal circumstances.

Technical Background

A buzzing noise can be generated by the oil pump when the engine is running at idle.

Production Solution

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Service

Confirm that this TPI applies by listening to the noise in the below video link

<https://vimeo.com/310557476>

Should your noise be the same, test a comparable vehicle with the same Engine derivative.

If the same noise is apparent on the comparable vehicle and no oil pressure warnings or relevant DTC's are stored then the noise can be considered a characteristic of the vehicle and no further action should be taken.

A groundless parts replacement will be redebited.