

Technical Service Bulletin

Topic	New Continental GT and New Continental GTC - Driver/Passenger door power latch creak on close
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052394/5
Level	EH
Status	Released for publishing
Release date	Sep 5, 2019

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors	noises, vibrations	
body attachments and installations -> doors, lids operation	functionality	
body attachments and installations -> doors, lids operation -> close door	noises, vibrations -> noise	

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> doors -> door closing aid motor	noises, vibrations -> noise	right
body attachments and installations -> doors -> door closing aid motor	noises, vibrations -> noise	left

Vehicle data

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		*	*	*

Documents

Document name
master.xml

-

Condition

Driver or Passenger door creak during the power latch "Close" function

Technical Background

Application of grease to both ends of the power latch Bowden cable is required as per the instructions within the Measure section of this TPI

Production Solution

Currently under investigation

Service

Ensure the fault is as described within the Customer statement and reference video <https://vimeo.com/289422007>

- 1) Obtain a clear video recording of the issue (save the video as it will be required later within this procedure)
- 2) Remove the applicable front door trim - Refer to Repair manual Rep.Gr 70
 - Remove the front door inner closing panel – Rep.57
 - Remove the door latch - Rep.Gr 57
- 3) Referring to Figure 1, Remove the rubber boot - Apply Dow Corning Molycote 33 extreme - Low temperature bearing grease to the inner cable
 - Refit the rubber boot

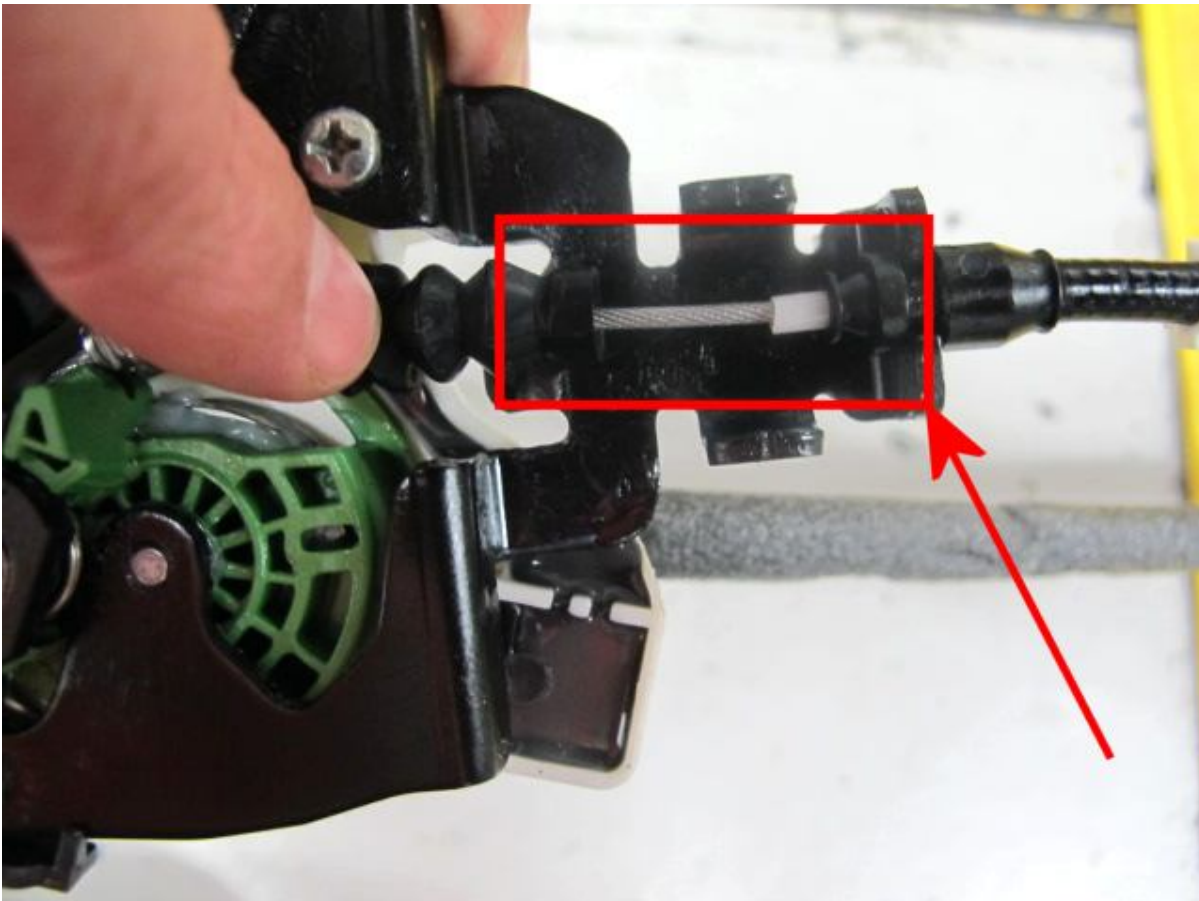


Figure 1

4) Open a Non technical/For information only DISS query - Attach a photo of the door latch label as shown in Figure 2

IMPORTANT: If a green paint dot is evident on the label, please ensure the dot is clearly visible within the photograph

- Should the green dot not be evident a photograph of the latch label is still required
- Attach the previously recorded video to the open query, the query can now be submitted

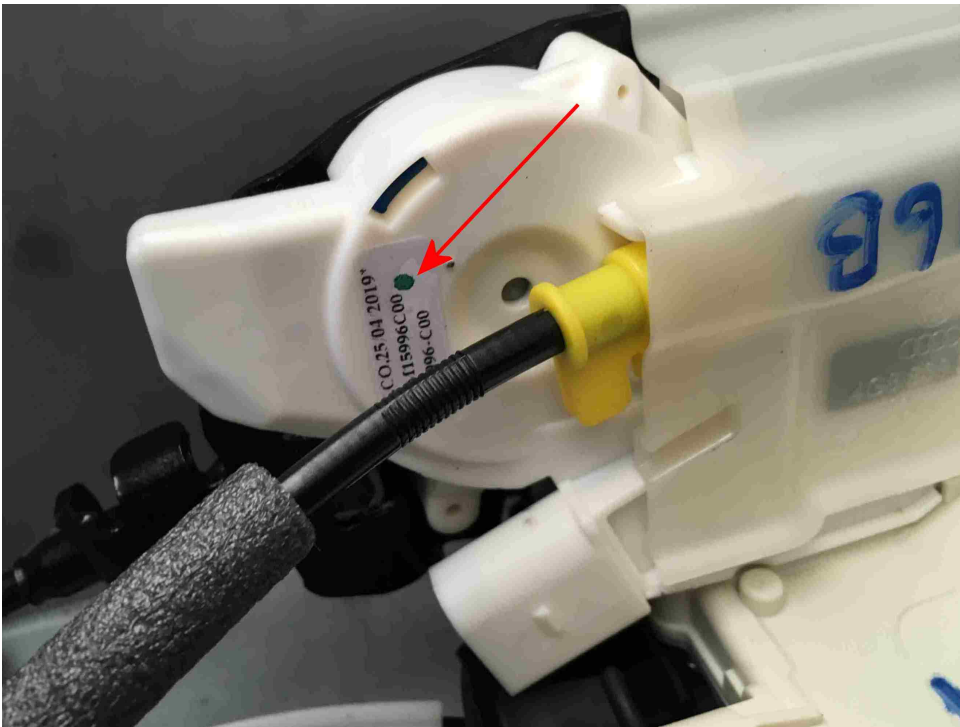


Figure 2

- Referring to Figure 3, Apply Dow Corning Molycote 33 extreme - Low temperature bearing grease to the power latch motor inner cable

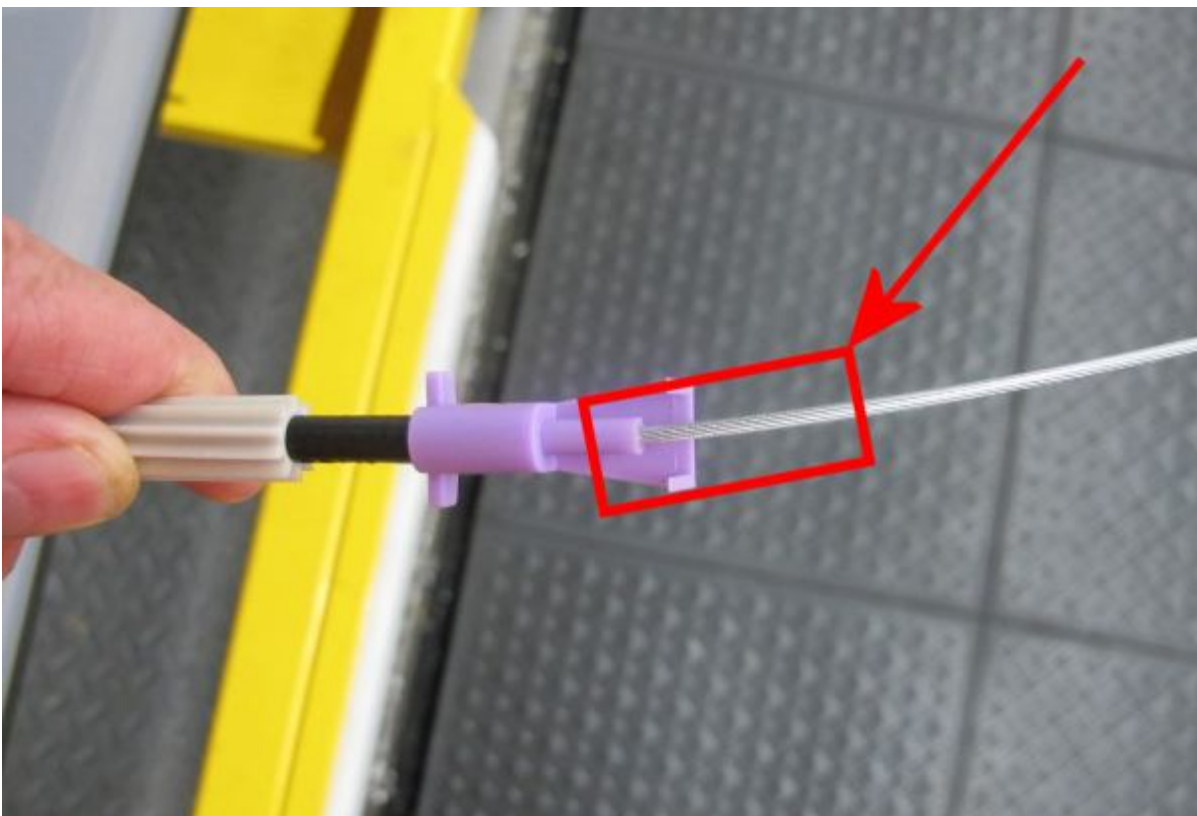


Figure 3

3. Refit the door latch - Refer to Repair manual Rep.Gr 57

- Refit the front door inner closing panel – Rep.57
- Refit the front door trim - Refer to Repair manual Rep.Gr 70

Warranty

Warranty Type	110 or 910
Labour operation code	57 17 41 00
Damage Service Number	57 17
Damage Code	00 20

Time

160 Time units

Required Parts and Tools

Dow Corning Molycote 33 extreme low temperature bearing grease or exact equivalent specification

NOTE: The grease should be sourced locally