

Technical product information

Topic	Air supply unit exhaust noise from right hand rear - With engine running
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2055825/1
Level	GH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> adaptive suspension, pitch and roll compensation	functionality	
vehicle service -> service, maintenance -> repair execution	service: process -> with determination of concern	
running gear -> shock absorber/suspension control	noise, vibration	
body -> superstructure	noise, vibration	
body fixtures and fittings -> special vehicles: equipment	noise, vibration	
whole vehicle -> vehicle areas -> rear-end	noise, vibration -> noise	right

Vehicle data

New Continental GT and New Continental GTC

Sales types

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

Documents

Document name
master.xml

Customer statement / workshop findings

Air noise (hiss/whoosh) from the right hand rear of the vehicle when the engine is running

Technical background

The noise described is from the air supply unit exhaust

The noise is mainly noticeable from outside of the vehicle, particularly on cold start

It can also be heard inside the cabin from the rear seat area

On receipt of a valid customer complaint and if the noise is deemed as excessive the installation of a silencer is required

Production change

Not applicable

Measure

1) Remove the rear under sheet – Refer to Rep.Gr 66

- Referring to Figure 1 – Remove the three fixings shown

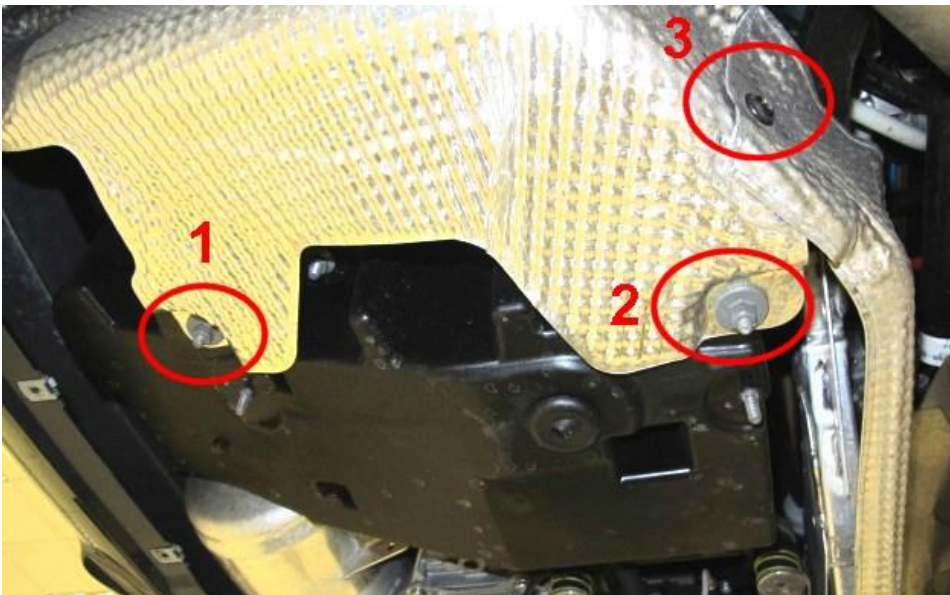


Figure 1

- Referring to Figure 2 (Point A) - Manoeuvre the two heatshields to the condition shown
- Access is required to the area shown at (Point B) - Air supply unit exhaust hose

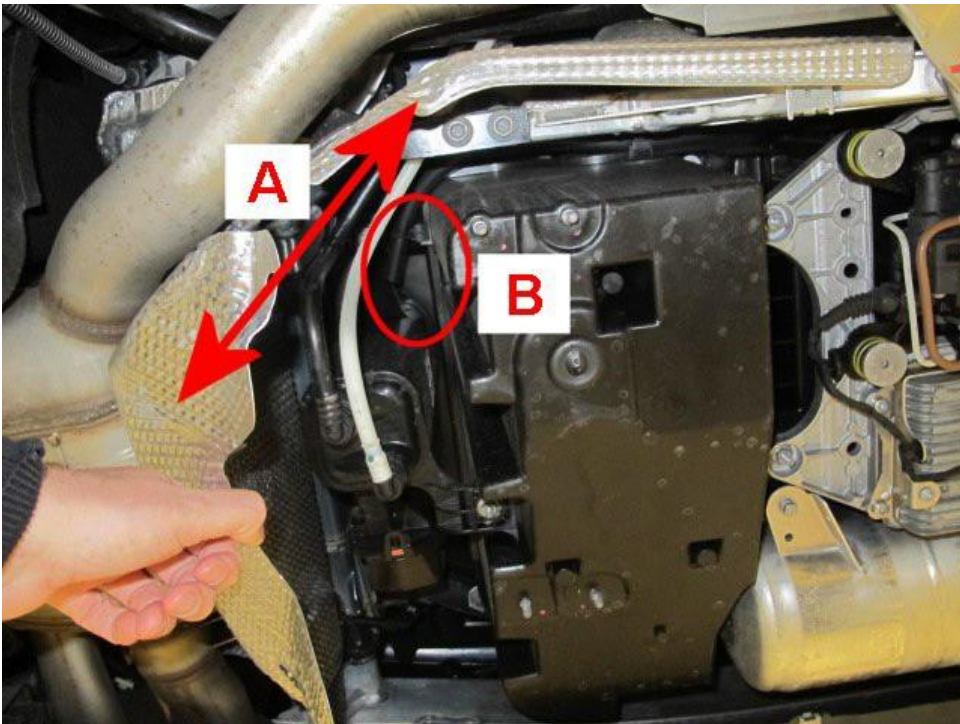


Figure 2

2) Referring to Figure 3–Locate the air supply unit exhaust hose- Cut the cable tie shown (Point A)

- Using a suitable marker pen, mark the position of the original clip (Point B)
- Using a suitable tool remove the clip from the tub NOTE: The clip is secured to the tub by an adhesive pad
- Using suitable cleaning fluid, clean any adhesive residue from the tub

TIP: Take care not to remove the previously applied paint mark

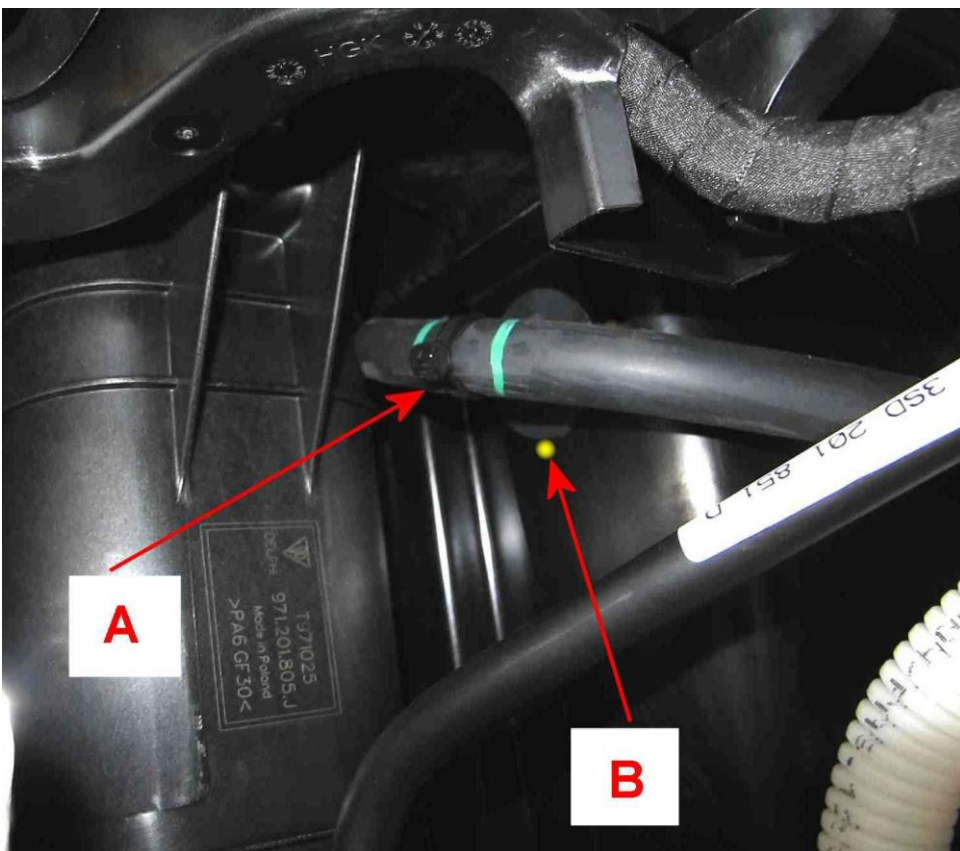


Figure 3

3) Referring to Figure 4- Cut 35mm from the end of the air supply unit exhaust hose

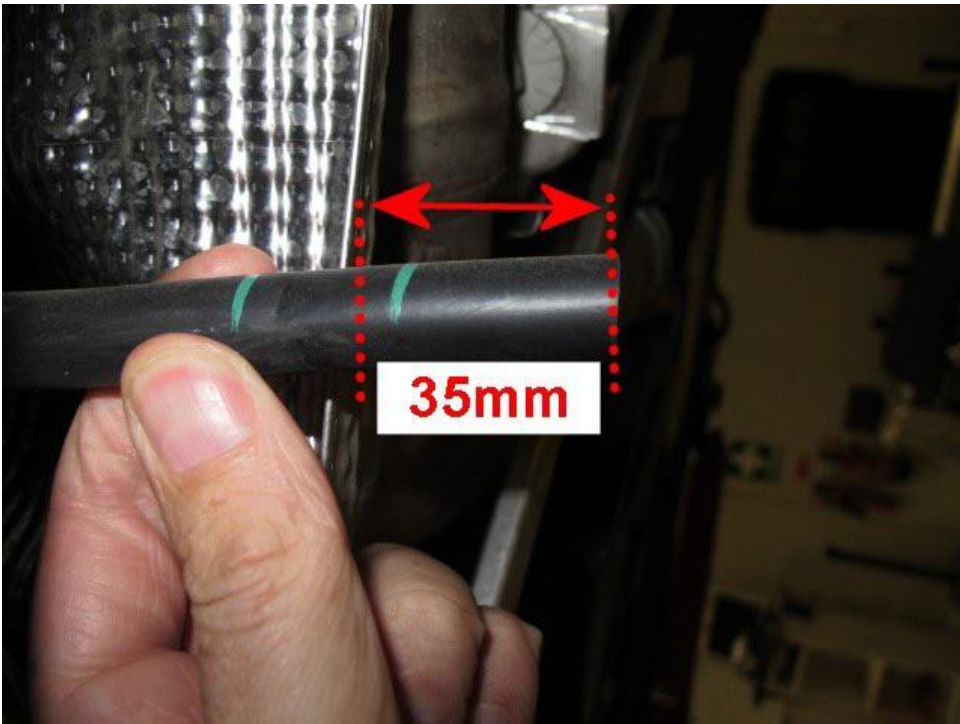


Figure 4

4) Referring to Figure 5- Attach cable tie 3D0971 838L to clip 3W0971 359



Figure 5

- In the event the clip shown in Figure 6 is fitted to the silencer, this should carefully be removed before fitment of the silencer



Figure 6

5) Referring to Figure 7 insert the silencer into the hose until it reaches (Point A)

- Attach the cable tie/clip assembly as (Point B) ensure the cable tie is fitted securely in the location shown
- Carry out a pull test to check/confirm the silencer is secure

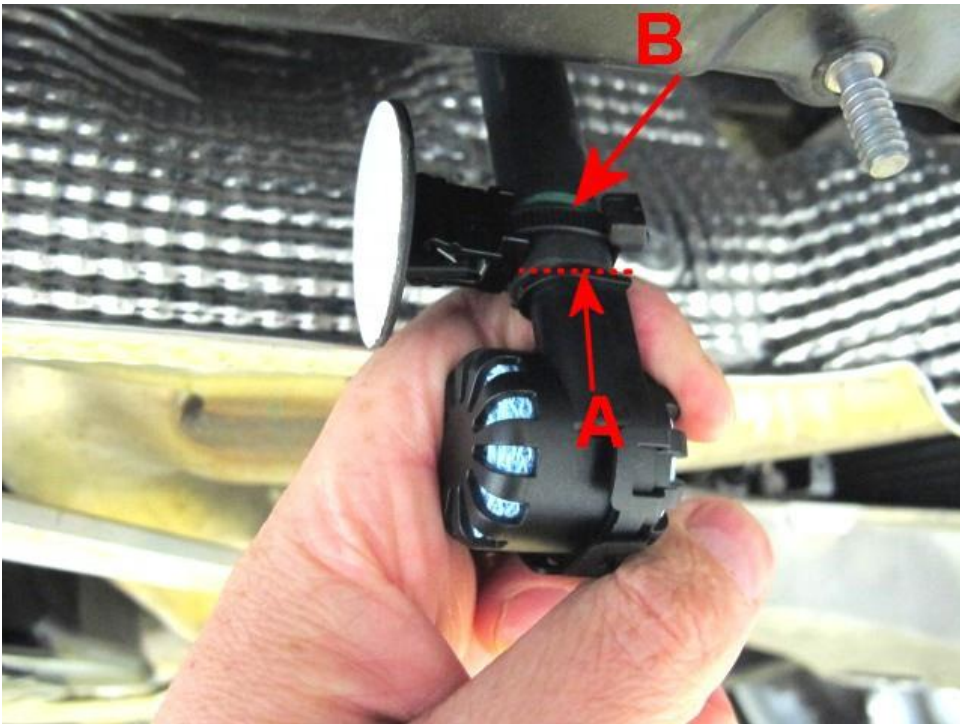


Figure 7

6) Remove the adhesive strip from the clip

- Manoeuvre the assembly towards the fitting point of the original clip NOTE: Do Not secure the assembly to the tub at this stage
- Ensure the silencer is pointing downwards at the angle shown (Figure 8) Push fit/secure the silencer onto the tub

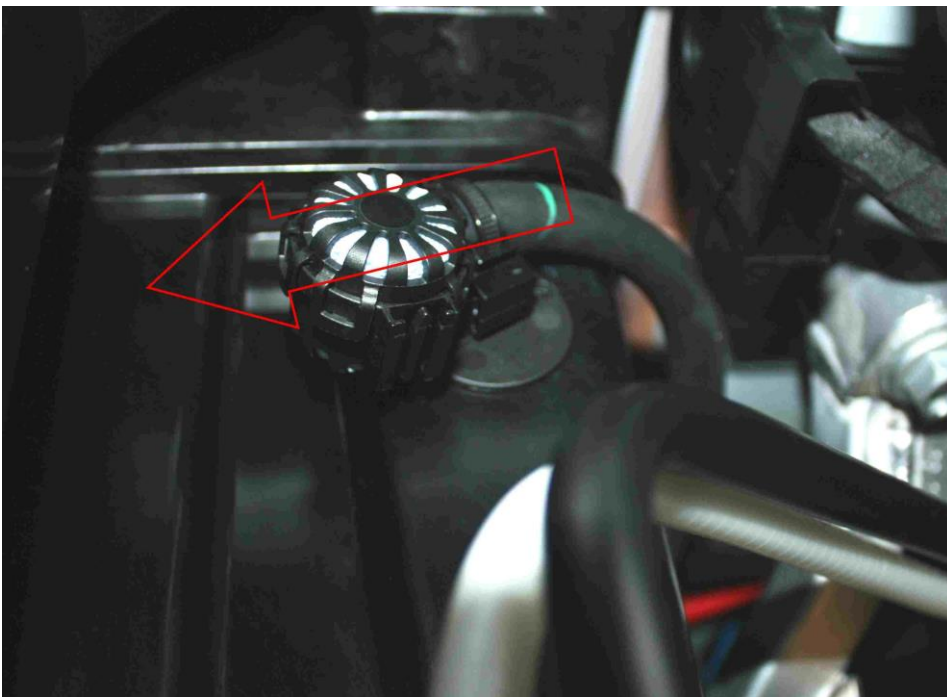


Figure 8

- Carry out a pull check to confirm the silencer is stuck/secured to the tub
- Refit the two heatshields
- Refit the rear undersheet Rep.Gr 66

Warranty accounting instructions

Warranty Type 110 or 910
Labour Operation Code 43 15 41 01 (Use 43 15 41 99 until 26/9/19)
Damage Service Number 43 15
Damage Code 00 20
Time 30 Time units

Parts information

Part number	Description	Quantity
3SA 616 010	Silencer	1 – <i>Product support to request this part from the Senior chassis Engineer</i>
3D0 971 838L	Cable tie	1 - <i>Retailer to order as per standard process</i>
3W0 971 359	Clip	1 - <i>Retailer to order as per standard process</i>