

## Technical Service Bulletin

|                 |                                                         |
|-----------------|---------------------------------------------------------|
| Topic           | Interior trim - Creak and rattle - Noise identification |
| Market area     | Bentley: worldwide (2WBE),Hongkong-Macau (5HK)          |
| Brand           | Bentley                                                 |
| Transaction No. | 2056582/2                                               |
| Level           | EH                                                      |
| Status          | Released for publishing                                 |
| Release date    | Dec 16, 2019                                            |

### New customer code

| Object of complaint                                                                            | Complaint type     | Position |
|------------------------------------------------------------------------------------------------|--------------------|----------|
| body attachments and installations -> instrument panel, center console                         | noises, vibrations |          |
| body attachments and installations -> luggage compartment, mounting elements and trailer hitch | noises, vibrations |          |
| body attachments and installations -> seats, seat bench, arm rests, 1st row                    | noises, vibrations |          |
| body attachments and installations -> seats, seat bench, arm rests, 2nd row                    | noises, vibrations |          |
| body attachments and installations -> seats, seat bench, arm rests, 3rd row                    | noises, vibrations |          |
| body attachments and installations -> interior rearview mirror, sun visors, sun shade          | noises, vibrations |          |
| body attachments and installations -> compartments, storage pockets, grab handles              | noises, vibrations |          |
| body attachments and installations -> storage compartments, trim panel operation               | noises, vibrations |          |
| body attachments and installations -> blinds system operation                                  | noises, vibrations |          |
| occupant protection, passenger protection -> seat belts                                        | noises, vibrations |          |

## Vehicle data

### All Models

#### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| **** | 2003 | E     |             | *           | *            | *                |
| **** | 2004 | E     |             | *           | *            | *                |
| **** | 2005 | E     |             | *           | *            | *                |
| **** | 2006 | E     |             | *           | *            | *                |
| **** | 2007 | E     |             | *           | *            | *                |
| **** | 2008 | E     |             | *           | *            | *                |
| **** | 2009 | E     |             | *           | *            | *                |
| **** | 2010 | E     |             | *           | *            | *                |
| **** | 2011 | E     |             | *           | *            | *                |
| **** | 2012 | E     |             | *           | *            | *                |
| **** | 2013 | E     |             | *           | *            | *                |
| **** | 2014 | E     |             | *           | *            | *                |
| **** | 2015 | E     |             | *           | *            | *                |
| **** | 2016 | E     |             | *           | *            | *                |
| **** | 2017 | E     |             | *           | *            | *                |
| **** | 2018 | E     |             | *           | *            | *                |
| **** | 2019 | E     |             | *           | *            | *                |
| **** | 2020 | E     |             | *           | *            | *                |
| **** | 2021 | E     |             | *           | *            | *                |
| **** | 2022 | E     |             | *           | *            | *                |

## Documents

| Document name                       |
|-------------------------------------|
| <a href="#">master.xml</a>          |
| <a href="#">creakandrattle.docx</a> |
| <a href="#">creakandrattle.xlsx</a> |

## Condition

### Customer statement:

Noise complaint from the interior

### Workshop findings:

The noise can be reproduced and clearly assigned to the interior

Prior to starting the instructions within this TPI, the Retailer must check and confirm the vehicle is in standard factory condition and has not had any non-approved aftermarket modifications conducted

Should any aftermarket modifications be found, the Retailer must make Product Support aware by raising a DISS query to report the details of the modification, you must then await feedback from Product Support before conducting any further work

## Technical Background

It is the retailers responsibility to check and confirm if there are any TPI's which are applicable to the customers complaint/issue if there is an applicable TPI available, apply it and complete a DISS complaint to include 'Workshop findings' only (No repair query required)

For correct diagnosis and repair the attached Flowchart must be followed in conjunction with the Measure section of this TPI

## Production Solution

Not applicable

## Service

1) Carry out a visual inspection of the interior to confirm the location of the noise

If the noise cannot easily located carry out the remaining instructions from Step 2

2) In the event an interior noise is present for example creak, squeak, rattle, and the operative CAN NOT locate the issue by conducting a visual inspection you must capture/record the noise.

- Should the noise be frequency related for example a tizzing/vibration noise a frequency recording will be required
- Refer to the onward instructions depending on which type of noise is evident (creaking or frequency related)

**IMPORTANT:** For frequency analysis and noise recording we recommend using the Chassis Ear Tool WT 10437

Record the noise and measure the frequency using WT 10437 Chassis Ear Tool - Follow the instructions within this TPI in conjunction with the WT 10437 user instructions

3) Referring to Figure 1 - Using the sensor clamp/s (Point A) and Bluetooth module/s (Point B) provided in the kit - Record the noise



Figure 1

TIP: In order to locate the noise it could be necessary to use multiple clamp and module assemblies, the operative must refer to the appropriate user instructions



## WARNING

**IMPORTANT:** The driver's concentration **MUST** be focused on the road at **ALL** times the assistance of a second technician is required



## WARNING

Observe all road safety procedures and speed limits.

**TIP:** To capture the frequency - Select 'FFT Graph' as Wave Form Type (Figure 2) and read the peak achieved during the recording as highlighted in Figure 2 (in this EXAMPLE the frequency is 2000Hz)

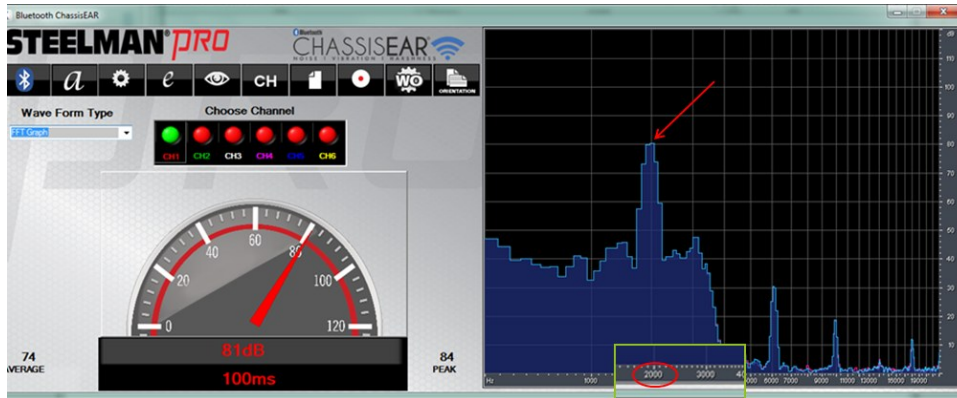


Figure 2

4) Once recorded - Save the file to your device.

**NOTE:** The sound recording/video can also be taken from a mobile telephone as long as the noise is clearly identifiable

**TIP:** If the noise cannot be reproduced a customer recording of the noise would also be acceptable.

Should there be no applicable TPi's, and you are not able to identify the source of the noise by using WT 10437, proceed to Step 5

5) Raise a DISS technical query – The creak and rattle questionnaire (attached Excel spreadsheet) and the sound/video recording must be attached to the open DISS query

**VERY IMPORTANT: NOISE RELATED DISS QUERIES SHOULD NOT BE SUBMITTED WITHOUT AT LEAST TWO ATTACHMENTS. SHOULD THE REQUIRED INFORMATION NOT BE INCLUDED, THE QUERY WILL BE RETURNED TO THE RETAILER**

## Warranty

Warranty claims about interior noise complaints are only possible with a completed creak and rattle questionnaire, an audio/video recording and an eligible DISS query