Technical product information

Topic	Interior trim - Creak and rattle - Noise identification
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2056582/3
Level	EH
Status	Released for publishing
Release date	03-Jul-2020

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> dash panel, centre console	noise, vibration	
body fixtures and fittings -> luggage compartment, fasteners, towing bracket	noise, vibration	
body fixtures and fittings -> seats, benchseat, armrests, 1st row	noise, vibration	
body fixtures and fittings -> seats, benchseat, armrests, 2nd row	noise, vibration	
body fixtures and fittings -> seats, benchseat, armrests, 3rd row	noise, vibration	
body fixtures and fittings -> rear view mirror, sun visors, sunblind	noise, vibration	
body fixtures and fittings -> trays, storage compartments, handles	noise, vibration	
body fixtures and fittings -> operation of storage compartments, trims	noise, vibration	
body fixtures and fittings -> sunblind operation	noise, vibration	
occupant protection, pedestrian protection -> belts	noise, vibration	

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
master.xml
creakandrattle.docx
creakandrattle.xlsx

Customer statement / workshop findings

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 change

Not applicable

Measure

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)

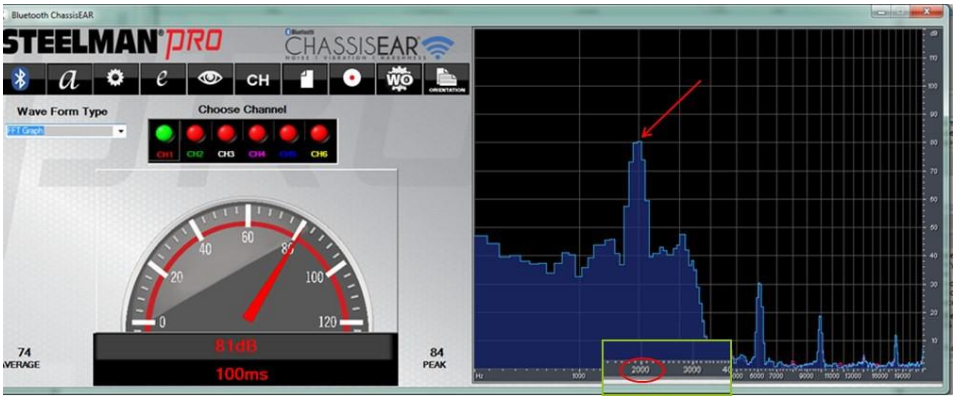


Figure 2

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.

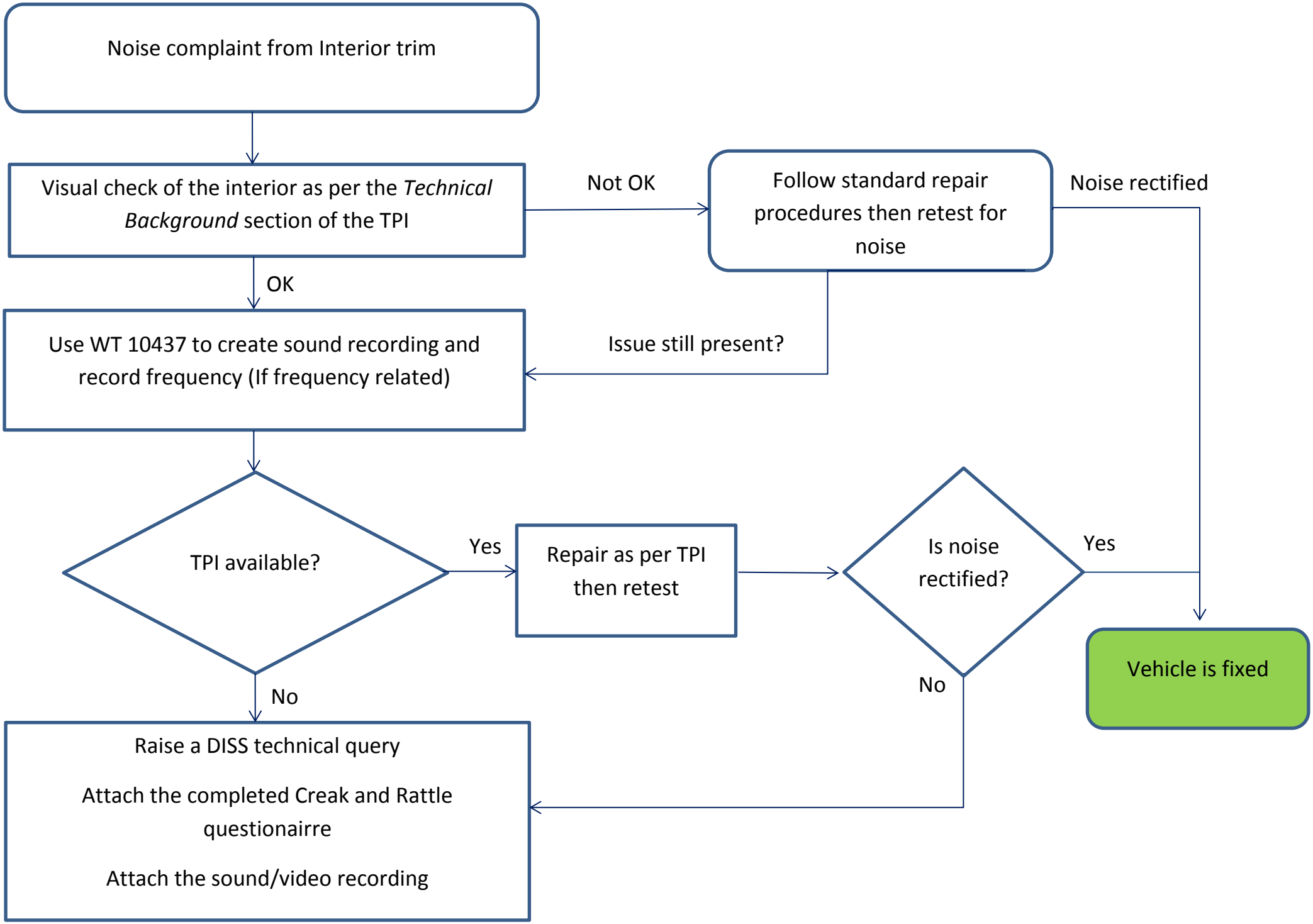
Should there be no applicable TPI's, and you are not able to identify the source of the noise by using WT 10437, proceed to Step 5

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 accounting instructions

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


Noise complaint from Interior trim
Visual check of the interior as per the *Technical Background* section of the TPI
Not OK
Follow standard repair procedures then retest for noise
Noise rectified
OK
Use WT 10437 to create sound recording and record frequency (If frequency related)
Issue still present?
TPI available?
Yes
Repair as per TPI then retest
Is noise rectified?
Yes
Vehicle is fixed
No
No
Raise a DISS technical query
Attach the completed Creak and Rattle questionairre
Attach the sound/video recording

Questionaire Creak & Rattle - Noise complaint

Vehicle information:

VIN:	

Road test:

carried out: ☐ yes **Complaint understandable:** ☐ yes ☐ no

Noise type:

- ☐ Creak/Squeak
- ☐ Rattle
- ☐ Tizz (high frequency rattle)

Location of the noise source:

- ☐ front seats
- ☐ rear seats
- ☐ front doors
- ☐ rear doors
- ☐ A-B-C pillars
- ☐ headliner
- ☐ IP
- ☐ centre console
- ☐ Boot
- ☐ other (please specify)

Noise source description:

Where does the noise occur:

Statically ☐ Dynamically ☐

Conditions to replicate the noise (road surface, speed, input…)

Can the noise be influenced by applying pressure in the noise source area or by removing any trim component?

yes ☐ no ☐

If yes, please describe under which conditions:

Outside temperature:

of 15 C° **to** 20 C°

Weather:

wet ☐ dry ☑ Snow ☐