

## Technical product information

<b>Topic</b>	Vibration noise from the powertrain when park or neutral is selected
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2053428/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	29-Oct-2020

### New customer code

Object of complaint	Complaint type	Position
power transmission -> gearbox control operation	noise, vibration	
power transmission -> operation, shift and power flow control	noise, vibration	
power transmission -> power distribution, power flow	functionality	
power transmission -> gearbox control operation	dimensional accuracy	

## Vehicle data

### New Continental GT and New Continental GTC - W12

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S31BB	2018	E		*	*	*
3S31BB	2019	E		*	*	*
3S31BB	2020	E		*	*	*
3S31BB	2021	E		*	*	*
3S41BB	2019	E		*	*	*
3S41BB	2020	E		*	*	*
3S41BB	2021	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>

## Customer statement / workshop findings

Vibration/Tizzing noise from the powertrain area when the vehicle is in Park or Neutral, the noise typically disappears in Drive

## Technical background

The noise is caused by contact between the transmission cooler pipes and the front subframe

## Production change

Extra checks at the time of production are in place

## Measure

- 1) Referring to Repair manual Rep.Gr 66 – Remove the front undersheet
- 2) Referring to Figure 1 - Locate the area (circled) at the front right hand side of the front subframe



Figure 1

- Referring to Figure 2, Carry out a visual check of the transmission pipes to confirm the pipes are contacting the front subframe at the location shown

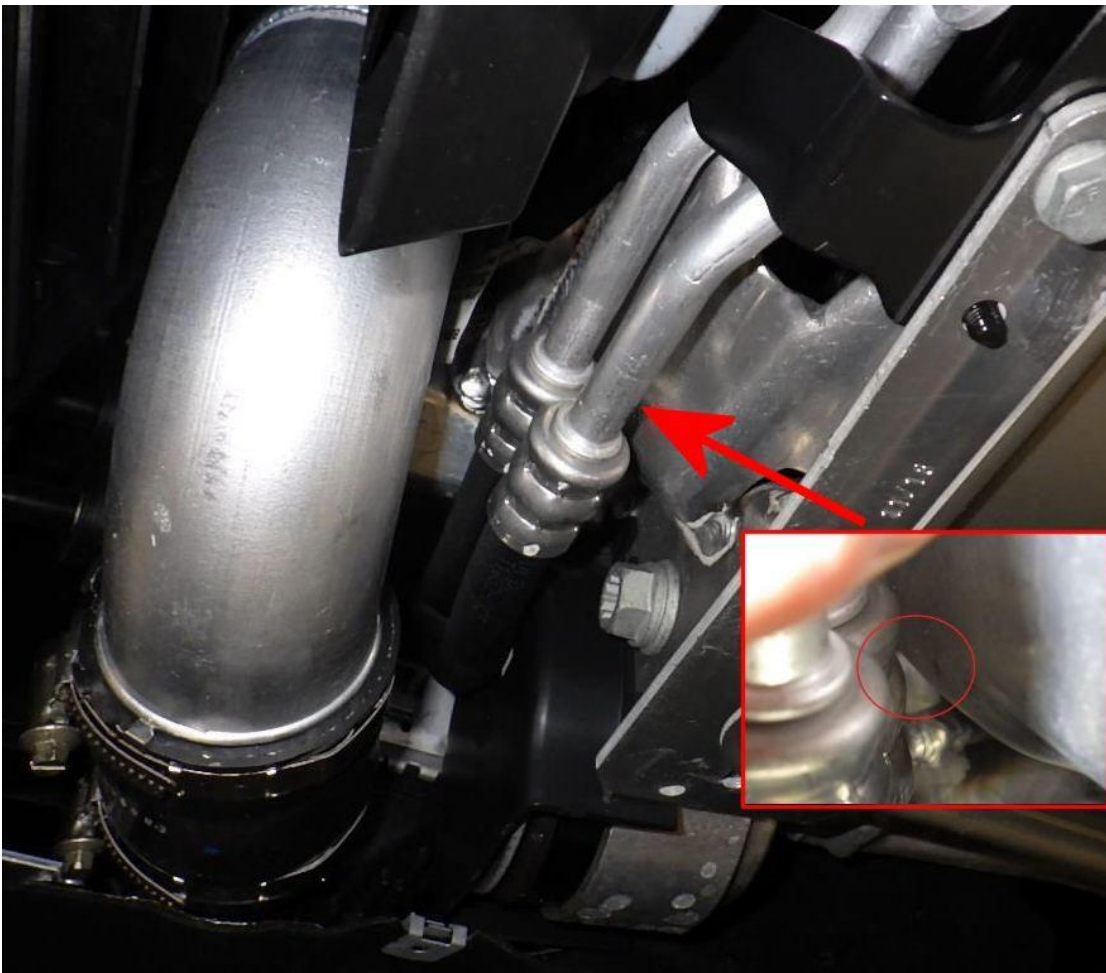


Figure 2

3) Should contact be confirmed – Taking care not to damage the pipes or securing points/brackets reposition the pipes ensuring clearance is maintained between the pipes and the subframe

4) Refit the front undersheet - Refer to Repair manual Rep. Gr 66

#### Warranty accounting instructions

Warranty type	110 or 910
Damage Service Number	3862
Damage Code	00 20
<u>Labour</u>	
Labour Operation Code	38 62 41 00
Time	70 time units

*These documents are excluded*