

Technical product information

Topic	New Continental GT and GTC - Rattle / Buzzing Noise - Head-Up display
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052431/4
Level	EH
Status	Released for publishing
Release date	21-Oct-2020

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> windscreen projection (Head-up Display)	noise, vibration	

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> instrument cluster, displays, display panels -> windscreen projection (Head-up Display) control unit	component / consumables -> loose	
information, navigation, communication, entertainment -> instrument cluster, displays, display panels -> windscreen projection (Head-up Display) control unit -> window for data projection	noise, vibration -> noise	
information, navigation, communication, entertainment -> instrument cluster, displays, display panels -> windscreen projection (Head-up Display) control unit -> window for data projection	noise, vibration -> rattle	

Vehicle data

Continental GT and GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Rattle / buzzing noise from Control Unit for Head-Up display - dashboard upper trim panel.

Technical background

Several known conditions may cause Rattle / buzzing noise from dashboard upper trim panels.

- Relative movement between Control Unit for Head-Up Display and associated Trim Ring – figure 1.
- Contact between the dashboard and dashboard upper trim panel.
- Head-up Display internal fault

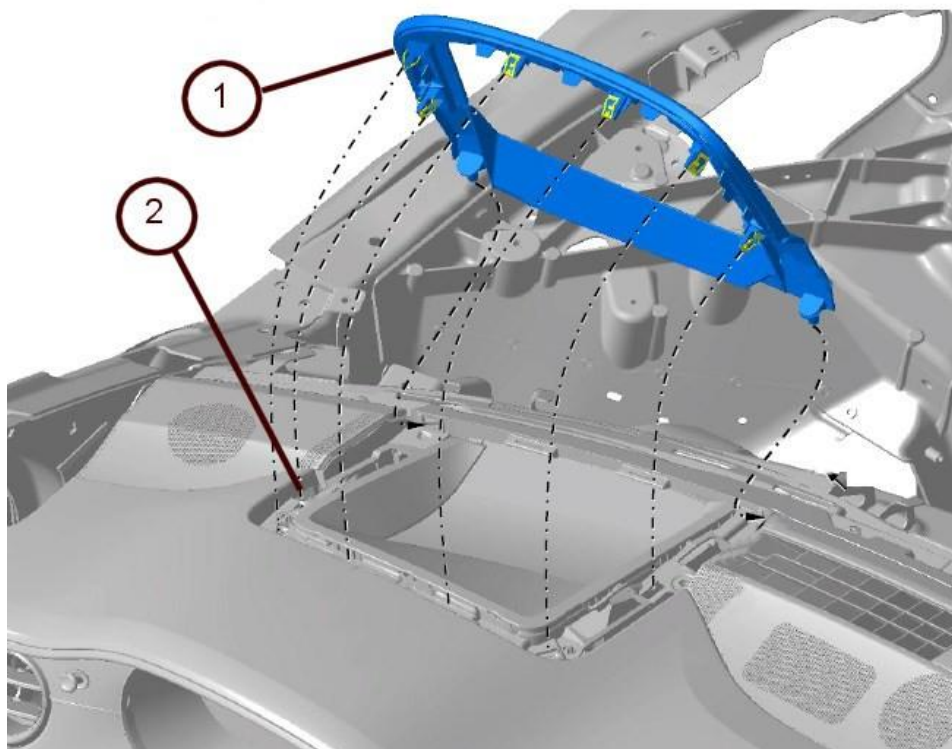


Figure 1

1 – Trim Ring

2 – Control Unit for Head-Up Display

Production change

Optimised HUD (Head-Up Display) Trim Ring and Control Unit for Head-Up display.

Bump stop introduced to the dashboard at the forward area of the HUD – figure 2.

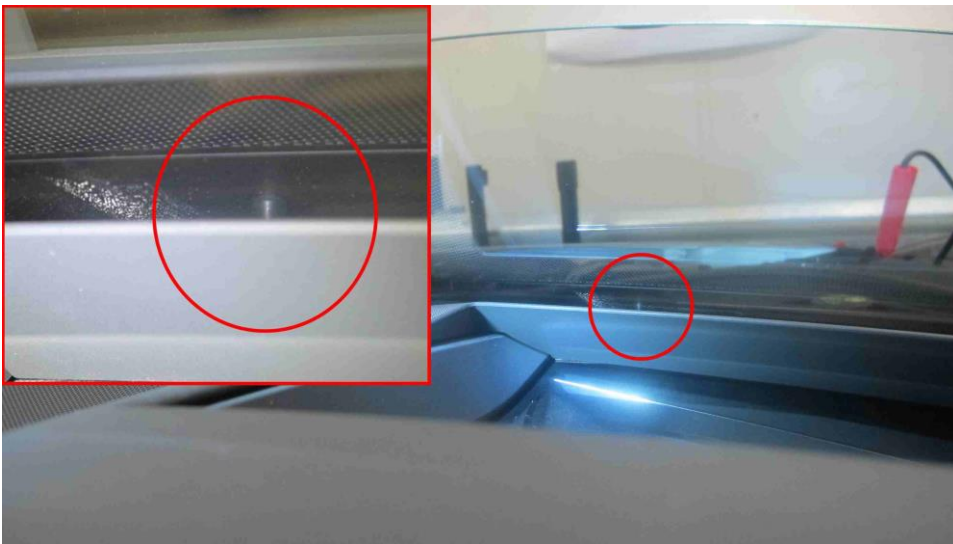


Figure 2

Measure

Confirm the Customer complaint by carefully tapping the dashboard upper trim panel in the area of the Trim Ring, if it is not possible to reproduce the complaint conduct a road test utilising a variety of road surfaces to induce the rattle / buzzing noise.

Note: Care must be taken if carrying out this procedure whilst driving the vehicle, it is advisable to have help from an assistant.

Once the complaint can be repeatedly reproduced, remove the HUD Trim Ring – refer to *Repair Group 70 – Trim, noise insulation / Dashboard panels / Dashboard upper trim panels – To remove and fit*.

Using the same method or set of conditions check to see if the rattle / buzzing noise is still present. If the rattle / buzzing noise is not present continue to the *Repair Procedure* within this document.

If the rattle / buzzing is still audible with the Trim Ring removed raise a DISS query, include video clips of the rattle / buzzing noise with and without the Trim Ring fitted.

If a DISS ticket is raised, ensure the root cause of rattle / buzzing noise is noted when identified .

Repair Procedure

If installed remove the HUD Trim Ring – refer to *Repair Group 70 – Trim, noise insulation / Dashboard panels / Dashboard upper trim panels – To remove and fit*.

Remove the two grommets from the HUD Trim Ring – figure 3.

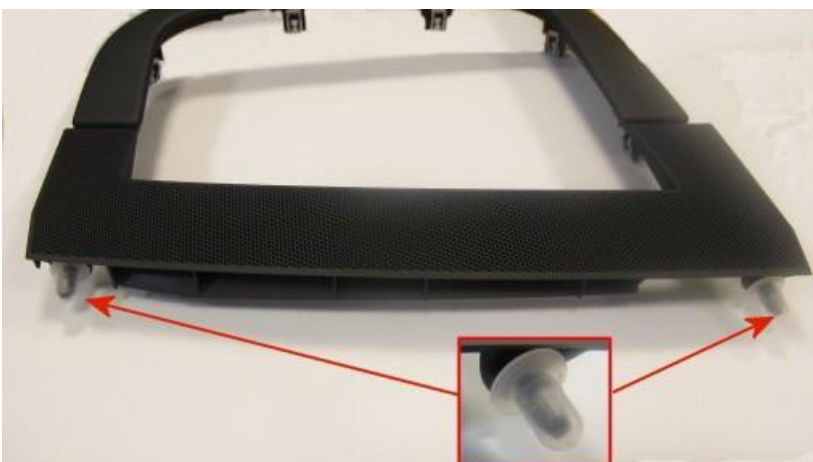


Figure 3

Cut two pieces of “Anti-Creak” tape to be 30mm x 10mm – figure 4.

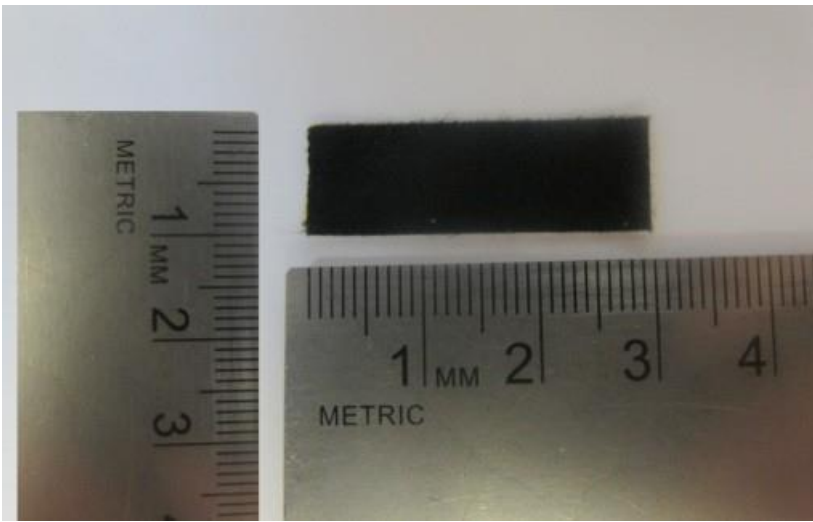


Figure 4

Remove the backing material from the "Anti-Creak" tape to expose the adhesive. Position the "Anti-Creak" tape on to the spigots from which the grommets were removed – figure 5.



Figure 5

One piece of tape should be placed lengthways onto each spigot as shown – figure 6.

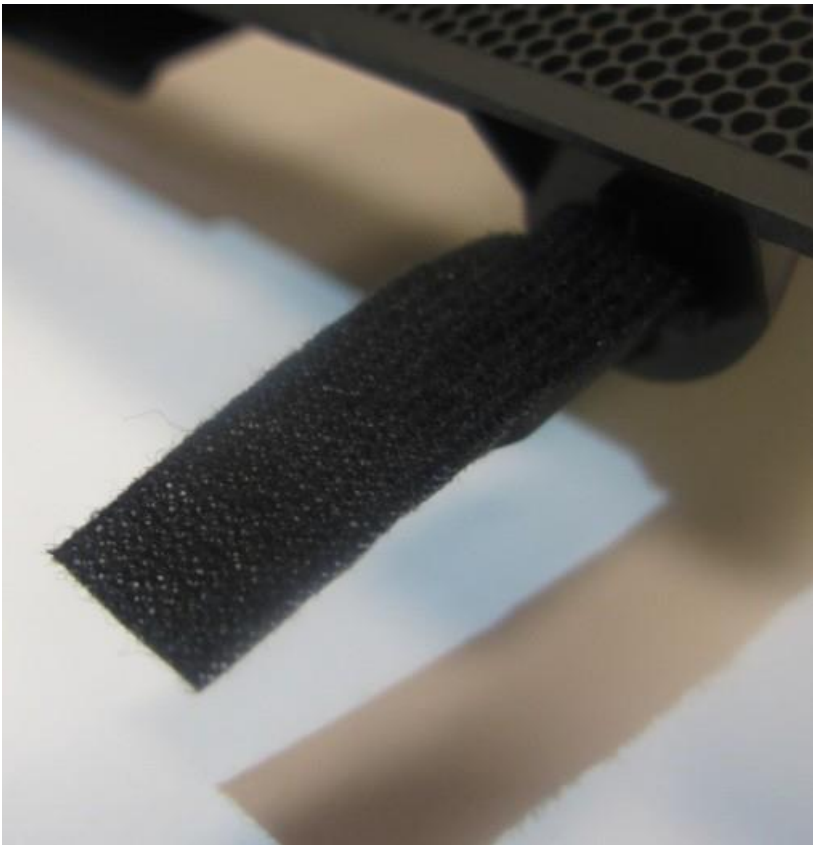


Figure 6

Fold the tape over ensuring each spigot is completely covered – figure 7.

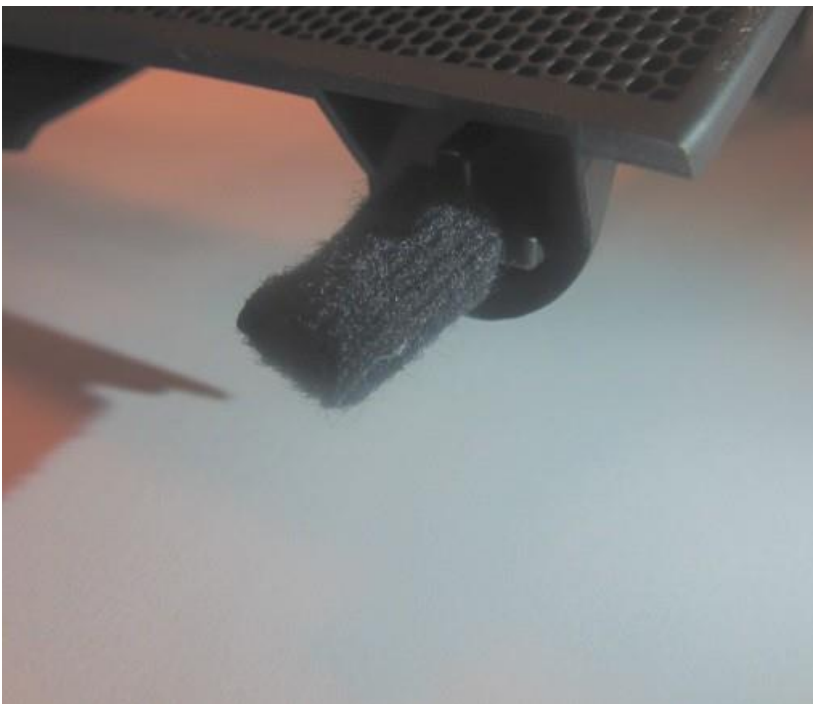


Figure 7

Replace the Grommets, refit the Trim Ring and ensure the rattle / buzzing noise is no longer present.

If the rattle / buzzing noise is still present raise a DISSquery, include video clips of the rattle / buzzing noise with and without the Trim Ring fitted.

Warranty accounting instructions

Warrantytype 910 or 110

Labour Operation Code 68 09 41 99 Cover for Windscreen projection repaired

Damage Service Number 68 09

Damage Code 00 20

Time 10TU

Warrantytype 910 or 110

Labour Operation Code 01 21 00 00 test drive

Damage Service Number 01 21

Damage Code 00 20

Time 50TU

Parts information

The required replacement parts should be ordered using the Electronic parts catalogue (ETKA) from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre