

## Technical product information

|                        |                                                                             |
|------------------------|-----------------------------------------------------------------------------|
| <b>Topic</b>           | Whistle noise from the engine under full load acceleration (above 4000 RPM) |
| <b>Market area</b>     | Bentley: worldwide (2WBE)                                                   |
| <b>Brand</b>           | Bentley                                                                     |
| <b>Transaction No.</b> | 2061769/1                                                                   |
| <b>Level</b>           | EH                                                                          |
| <b>Status</b>          | Approval                                                                    |
| <b>Release date</b>    |                                                                             |

### New customer code

| Object of complaint                                                             | Complaint type            | Position |
|---------------------------------------------------------------------------------|---------------------------|----------|
| engine -> operation, engine control -> accelerator pedal                        | noise, vibration -> noise |          |
| engine -> induction system, charging systems, vacuum systems -> intake air hose | noise, vibration -> noise |          |
| engine -> operation, engine control                                             | noise, vibration          |          |

## Vehicle data

### New Continental GT and New Continental GTC - V8 Kovomo

#### Sales types

| Type   | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|--------|------|-------|-------------|-------------|--------------|------------------|
| 3S32CB | 2020 | E     |             | *           | *            | *                |
| 3S42CB | 2020 | E     |             | *           | *            | *                |

#### Chas is numbers

| Manufacturer | Filler | Type | Filler | MY | Factory | From   | To     | Prod from | Prod to |
|--------------|--------|------|--------|----|---------|--------|--------|-----------|---------|
| SCB          | *      | *    | *      | *  | C       | 074608 | 082210 |           |         |

## Documents

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

## Customer statement / workshop findings

### Customer statement

Whistle noise from the engine under full load acceleration (above 4000 RPM) in any gear

### IMPORTANT NOTE TO RETAILERS:

Depending on local speed limits it may not be possible to replicate the symptom described by the customer, please ensure all regional speed limits are strictly adhered to when attempting to replicate the symptom

### Technical background

Refer to the Measure section for further details

### Production change

As part of the Bentley Motors Continuous development Programme, the part numbers of the Air intake hoses were changed from 3SA 129 647B to 3SA 129 647C

All vehicles from VIN SCBDJ33S8LC082210 have 3SA 129 647C fitted at the time of production

### Measure

1) Referring to Figure 1 – Locate the Air intake hoses

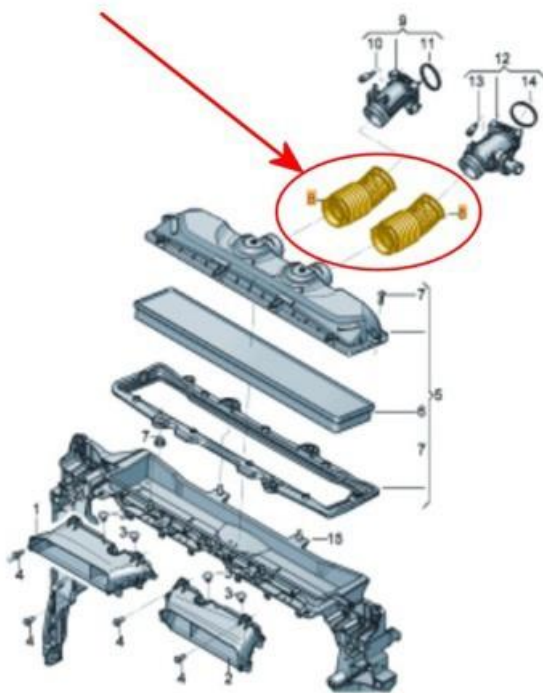


Figure 1

2) Inspect both Air intake hoses to help identify the part number of the hoses which are fitted

- 3SA 129 647B has six convoluted sections (Figure 2) *NOTE: With these parts fitted the noise can be evident (depending on driving style)*

IMPORTANT NOTE: No further action should be taken as the (B) level parts fitted are to VIN specification

## 3SA 129 647B

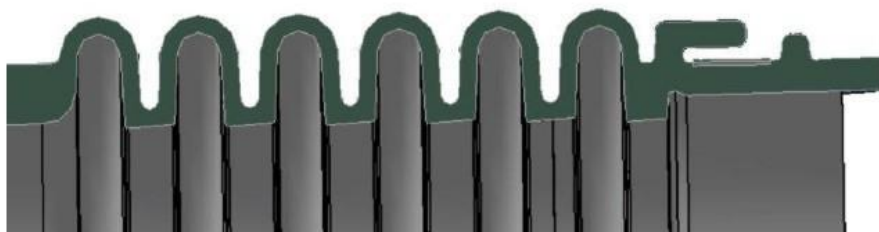


Figure 2

- 3SA 129 647C has five convoluted sections (Figure 3) *NOTE: With the (C) level parts fitted the noise may not be evident (Depending on driving style)*

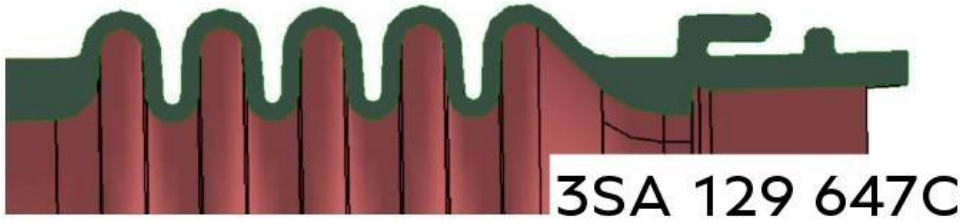


Figure 3

- The ( C ) level parts can be fitted if requested by the customer to help reduce the whistle noise

*However the following MUST be considered:*

Should Customers request to change the specification of their vehicles from its original build specification in this regard, the Air intake hoses 3SA 129 647B can be changed to 3SA 129 647C. The parts and labour for this work must be paid for by the customer as the vehicle is operating to VIN specification with the (B) level parts fitted.

#### Warranty accounting instructions

Warranty payment will not be considered

#### Customer information

Should Customers request to change the specification of their vehicles from its original build specification in this regard, the Air intake hoses 3SA 129 647B can be changed to 3SA 129 647C. The parts and labour for this work must be paid for by the customer as the vehicle is operating to VIN specification with the (B) level parts fitted