

Technical product information

Topic	New Continental GTC - Wind noise between 50 - 70 mph - Above the driver/front passengers head
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2063992/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> doors -> window frame seal	dimensional accuracy -> incorrect gap width	
roof systems, special installations -> convertible roof	noise, vibration	
roof systems, special installations -> convertible roof, folding roof operation	noise, vibration	

Vehicle data

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

When the convertible roof is closed, wind noise can be heard above drivers/front passengers head, when driving at approximately 50-70 mph

Technical background

The issue in some cases can be related to the roof frame seal (Figure 1)



Figure 1

IMPORTANT: The operative should not assume the poor fitment of the seal as Figure 1 is the issue, should the symptom be as described the instructions within the Measure section should be adhered to

The operative should also refer to any VIN applicable and symptom related instruction (TPI's) before proceeding

Production change

Under investigation

Measure

▪

VERY IMPORTANT:

Before conducting the onward instructions the operative **MUST** ensure the following before proceeding:

- The glass set is confirmed as within specification as per the "Side glass - to check" procedure on Elsa Pro. A completed measurement table must be saved as this will be requested as evidence if a DISS query is raised
- Battery health condition must be confirmed as within specification, as per the applicable Elsa Pro Rep.Gr guidelines. Save an image of the battery printout should a DISS query be raised
- Window seals are confirmed as not damaged, split or torn, see the examples shown in Figure 2 regarding the OK and NOK condition of the roof frame seal as regards the expected measurement results

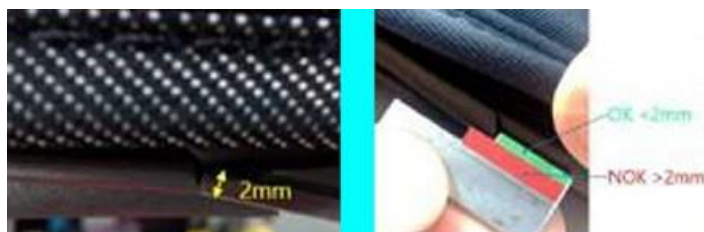


Figure 2

- Figure3-Roofframe seal OK- roofframe seal <2mm

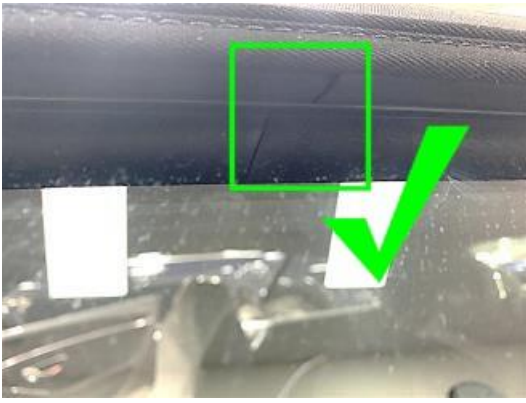


Figure 3

- Figure 4 - Roof frame seal NOK - roof frame seal > 2mm



Figure 4

NOTE: Should the side glass check and window seals be within specification and the wind noise issue is as described and/or the roof frame seal is > 2mm, please continue with the onward instructions

Or

Should the side glass check and window seals not be to specification this must be corrected as per the applicable Rep.Gr guidelines

1) Referring to Figure 5 - Check the driver and passenger side outer roof section in the location shown

IMPORTANT: Should the seal be as (Inset) the operative should continue with the remaining instructions:



Figure 5

2) Referring to Figures 6 - For test purposes only - Apply TESA 4651 tape (or similar specification) in the location shown TIP: Ensure the seal is cleaned before tape application

TESA 4651 tape source locally (Or similar specification with high tack strength)

- The dimensions of the tape should be 50mm x 25mm

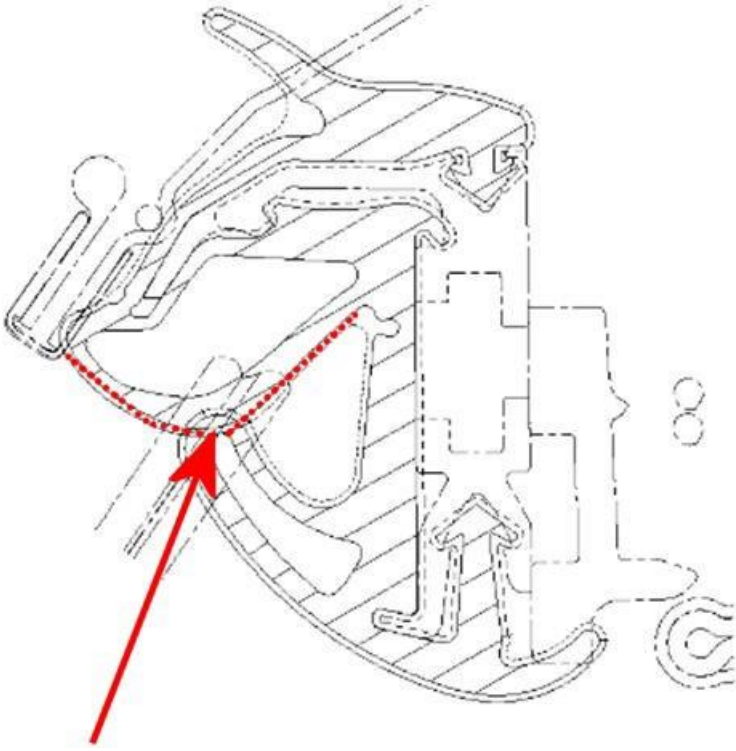


Figure 6

- Figure 7 shows the tape applied

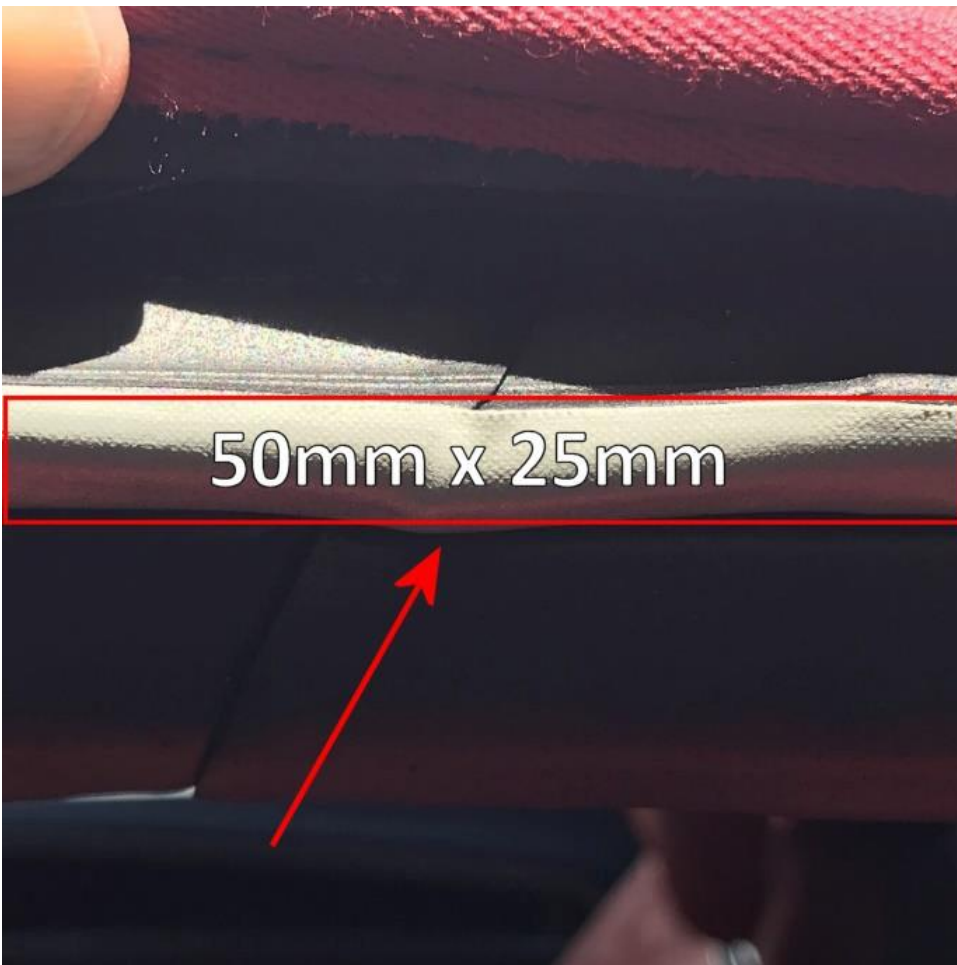


Figure 7

3) Conduct a road test to confirm the noise is no longer evident

▪

Should the noise still be evident with the tape applied the operative should raise a DISS query and await feedback before conducting any further work

Or

Should the wind noise not be evident after tape application please continue with the remaining instructions

4) Refer to Rep.Gr 61 Convertible hood seal alignment - To check and adjust to completion on the right and left hand sides

5) Referring to Figure 8 - After adjustment the profile should be as shown

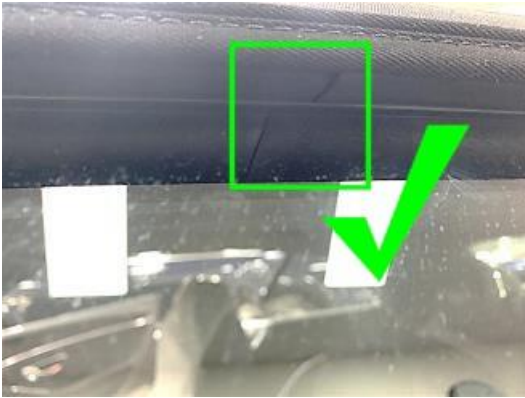


Figure 8

Warranty accounting instructions

Time to conduct initial check

WarrantyType 110 or 910

Damage Service Number 61 44

Damage Code 00 20

Labour

Labour Operation Code 61 45 02 00

Time 10 TU

Time to conduct Rep.Gr 61 - Convertible hood seal alignment (right and left hand sides)

Labour

Labour Operation Code 61 45 50 00

Time 40 TU

Road test (x2)

Labour Operation Code 01 21 00 00

Time 50 TU (Per individual road test)

Parts information

TESA 4651 tape source locally (Or similar specification with high tack strength)