

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. | 2052431/7 |
| Level | EH |
| Status | Approval |
| Release date | |

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 | | * | * | * |
| 3S3* | 2022 | E | | * | * | * |
| 3S4* | 2019 | E | | * | * | * |
| 3S4* | 2020 | E | | * | * | * |
| 3S4* | 2021 | E | | * | * | * |
| 3S4* | 2022 | E | | * | * | * |
| ZG2* | 2019 | E | | * | * | * |
| ZG2* | 2020 | E | | * | * | * |
| ZG2* | 2021 | E | | * | * | * |
| ZG2* | 2022 | 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

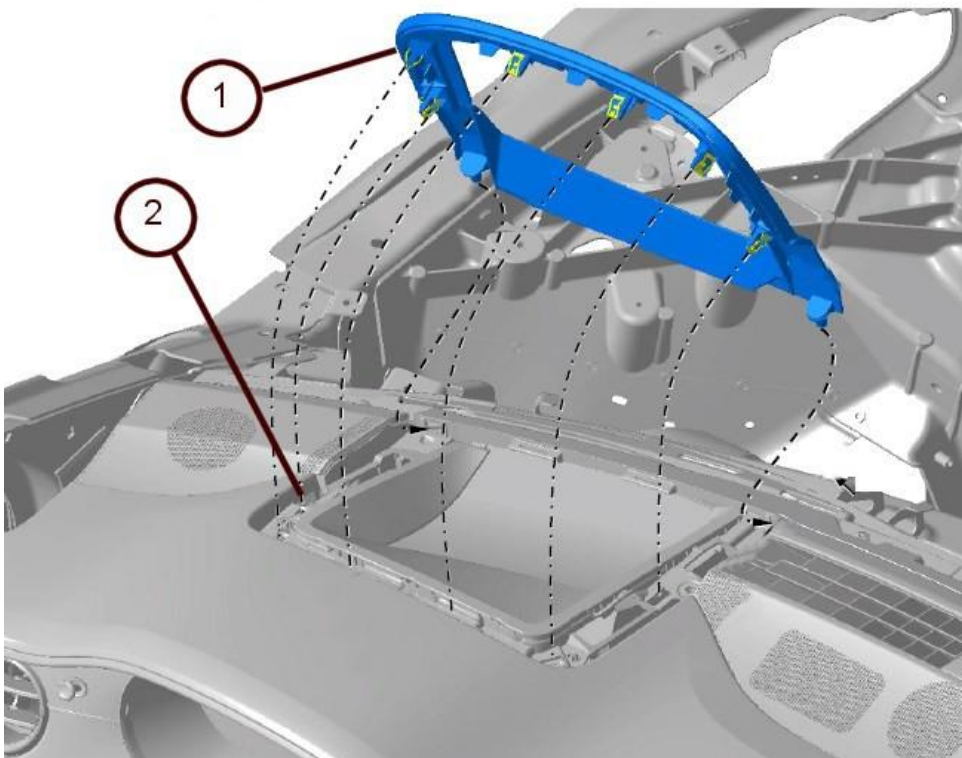


Figure 1

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.

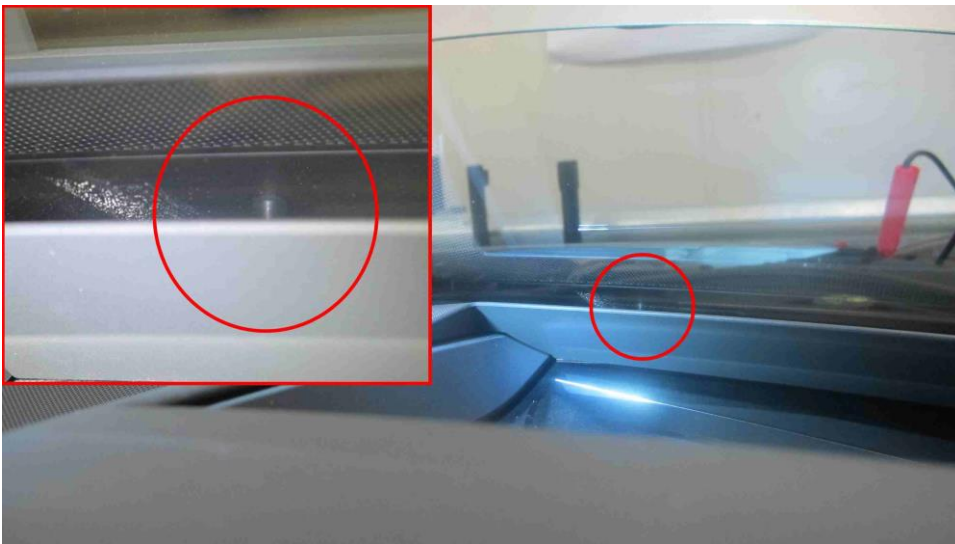


Figure 2

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.*

Referring to Figure 3 – Check and confirm the torque of the (5) fixings as shown

(x4) fixings - 4Nm

(x1) fixing - 5.5Nm

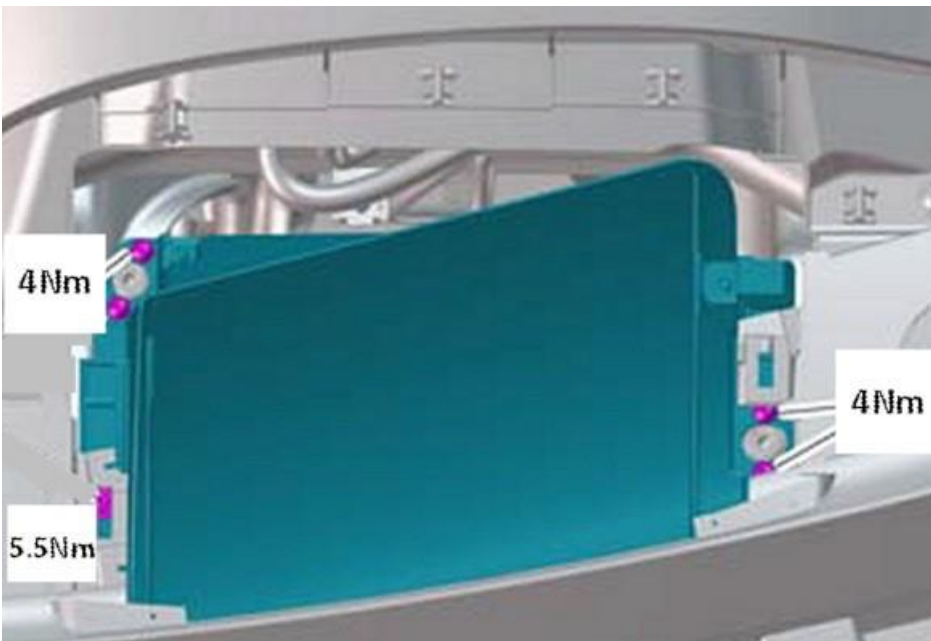


Figure 3

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 4.

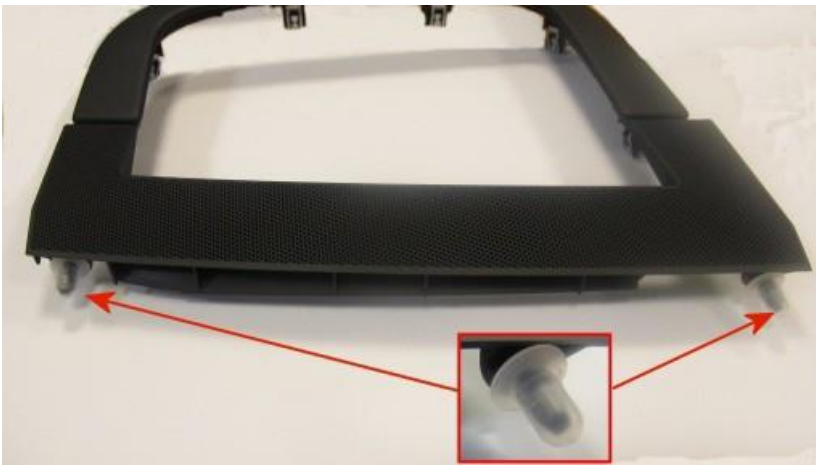


Figure 4

Cut two pieces of "Anti-Creak" tape to be 30mm x 10mm – Figure 5.

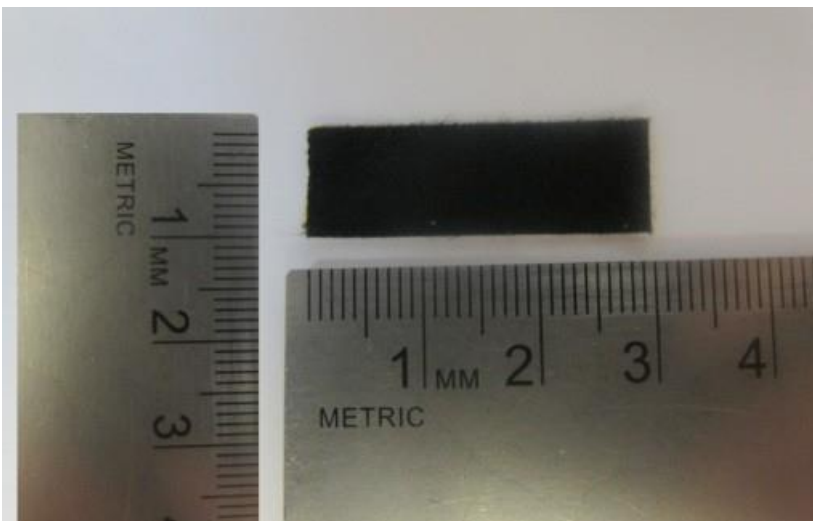


Figure 5

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 6.



Figure 6

One piece of tape should be placed lengthways onto each spigot as shown – Figure 7.

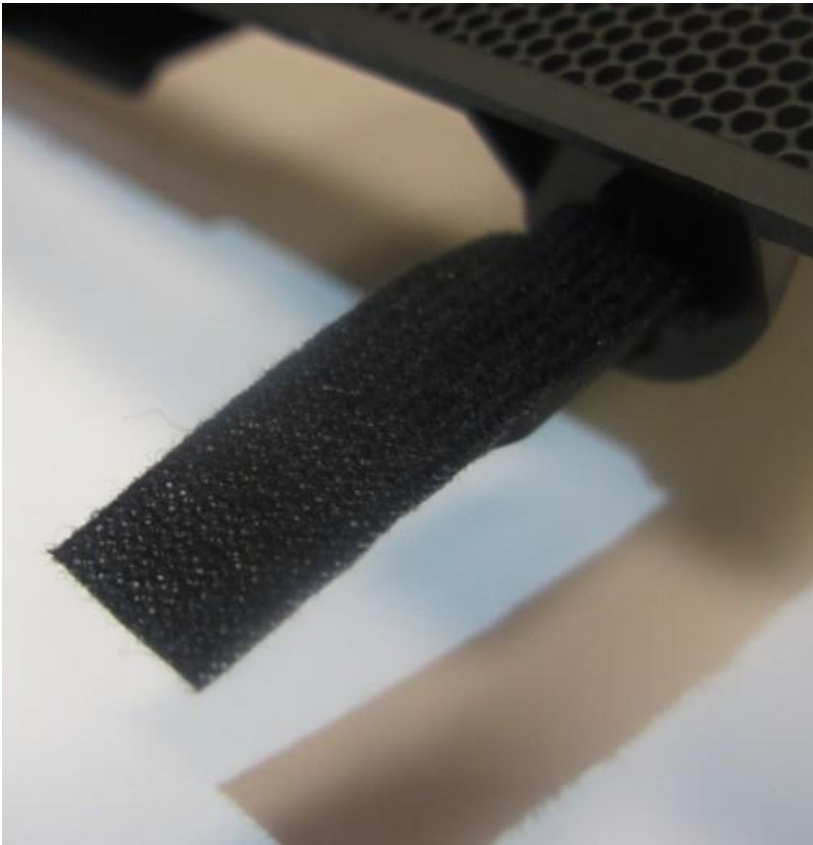


Figure 7

Fold the tape over ensuring each spigot is completely covered – Figure 8.

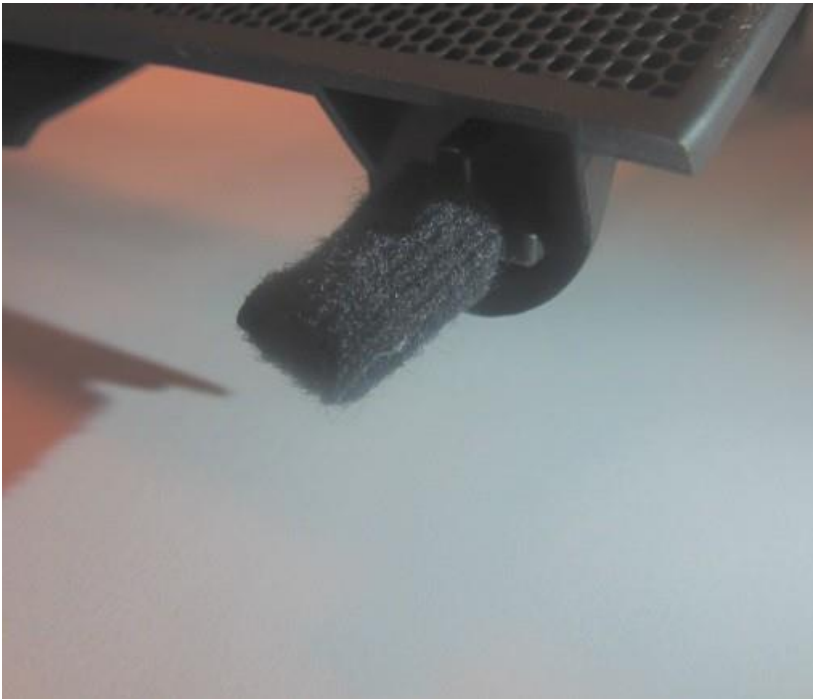


Figure 8

Refit 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 DISS query, 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 00 - Cover for Windscreen projection repaired
Damage Service Number 68 09
Damage Code 00 20
Time 10 TU

Warrantytype 910 or110
Labour Operation Code 01210000-Road test
Damage Service Number 01 21
Damage Code 00 20
Time 50 TU

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