

Technical product information

Topic	Vibration noise from the powertrain when park or neutral is selected
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2053428/5
Level	EH
Status	Approval
Release date	

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		*	*	*
3S31BB	2022	E		*	*	*
3S41BB	2018	E		*	*	*
3S41BB	2019	E		*	*	*
3S41BB	2020	E		*	*	*
3S41BB	2021	E		*	*	*
3S41BB	2022	E		*	*	*

Documents

Document name
master.xml

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

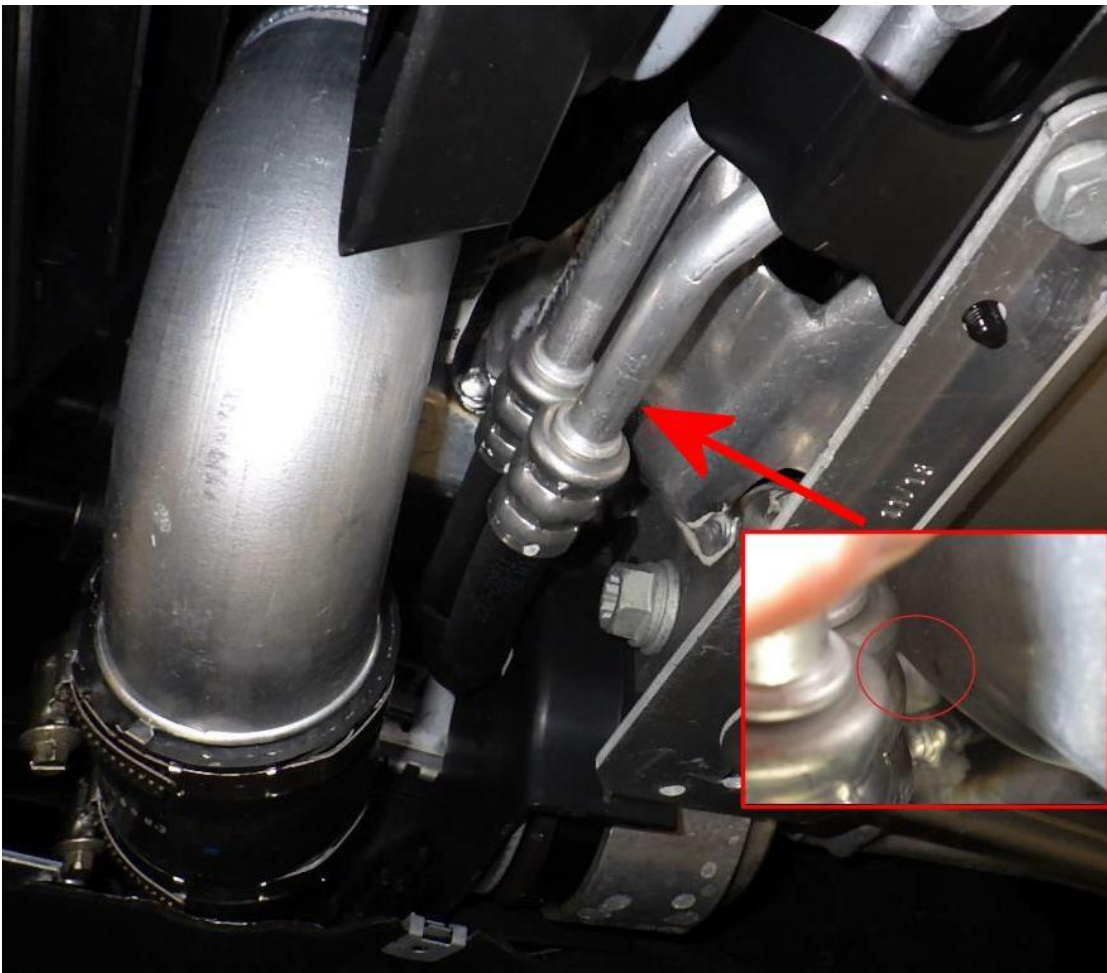


Figure 2

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

Warrantytype 110 or 910

Damage Service Number 38 62

Damage Code 00 20

Labour

Labour Operation Code 38624100

Time 70time units