

Technical product information

Topic	Vehicle vibration/humming at idle - Active Engine Mount leak
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2064964/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
vehicle service -> IT systems -> SVM (software version management)	functionality -> cannot be started	
whole vehicle -> assemblies -> engine assembly	noise, vibration -> noise	

Vehicle data

New Continental GT/GTC and New Flying Spur - W12 engine only

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S31BB	2018	E		*	*	*
3S31BB	2019	E		*	*	*
3S31BB	2020	E		*	*	*
3S41BB	2019	E		*	*	*
3S41BB	2020	E		*	*	*
ZG21BB	2020	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	C	068039	081248		

Documents

Document name
master.xml

Customer statement / workshop findings

Vehicle vibration/humming noise at idle

Technical background

- Left and/or right hand Active Engine Mount leaking oil (see the examples shown in Figures 1,2 and 3)



Figure 1

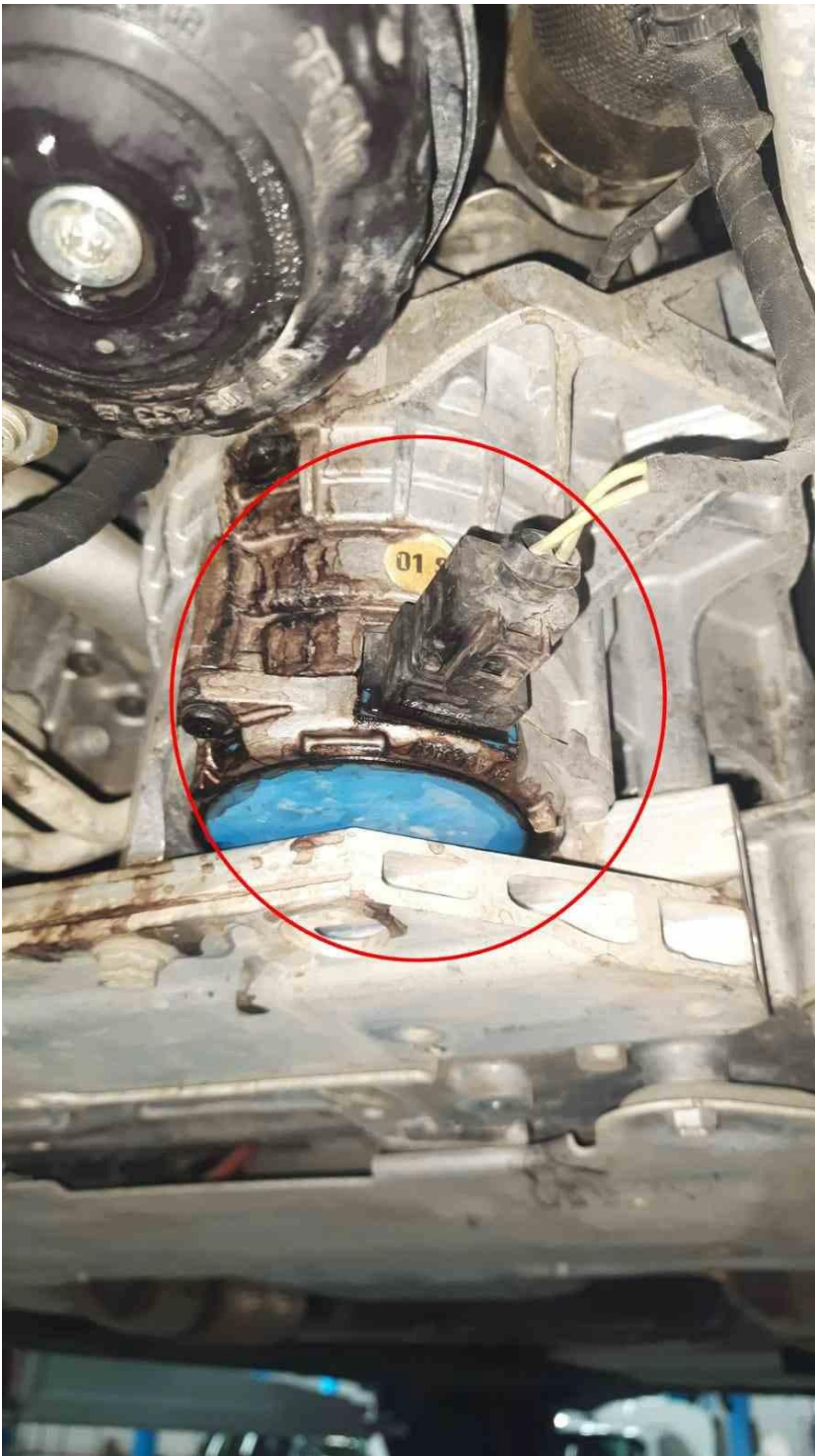


Figure 2



Figure 3

This particular issue is only evident on W12 engine installations, the symptoms are mostly evident at idle

Production change

All VIN's from SCBCB2ZG9LC081248 are to specification

Measure

1) Refer to Rep.Gr.10 Engine mounts -To remove and fit - Replace the left and right hand Active Engine Mounts

NOTE: Within the Rep.Gr procedures quoted within this document there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure

2) Carry out wheel alignment and ensure the driver assist system calibrations are performed (Depending on vehicle specification) as follows:

- Vehicle front + rear measured wheel alignment checked
- Rear wheel camber adjust
- Rear wheel track adjust
- Front wheel camber adjust
- Front wheel track adjust
- (ACC) - Radar sensor checked + adjusted
- Overhead view camera adjusted

- Driver assist camera adjusted
- Control unit for (Lane change assist) adjusted
- Night vision system calibration
- Headlamps to adjust

Warranty accounting instructions

Replacement of the left hand Active Engine Mount

Warranty type 110 or 910

Damage code 00 20

Damage service number 1035

Labour

Labour operation code 10 35 19 51

Time 20 Time units

Replacement of the right hand Active Engine Mount

Labour operation code 10 35 19 52

Time 20 Time units

Remove and refit of the front subframe New GT/New GTC

Labour operation code 40 0719 00

Time 950 Time units

Remove and refit of the front subframe New flying Spur

Labour operation code 40071900

Time 940 Time units

Alignment of applicable driver assist systems (Depending on vehicle specification)

- Vehicle front + rear measured wheel alignment checked - 44 95 03 00 - 110 TU
- Rear wheel camber adjust - 44 94 15 50 - 30 TU
- Rear wheel track adjust - 44 93 15 50 - 30 TU
- Front wheel camber adjust - 44 89 15 50 - 40 TU
- Front wheel track adjust - 44 88 15 50 - 20 TU
- (ACC) - Radar sensor checked + adjusted - 91 63 05 51 - 30 TU
- Overhead view camera adjusted - 90 83 15 00 - 40 TU
- Driver assist camera adjusted - 96 38 15 50 - 120 TU
- Control unit for (Lane change assist) adjusted - 96 35 15 00 - 50 TU
- Night vision system calibration - 90 80 15 50 - 40 TU
- Headlamps to adjust - 94 15 16 00 20 TU

Road test

Labour Operation Code 01 21 00 00

Time 50 TU

Parts information

Part Number	Description	Quantity
3SA 199 383A	Active Engine Mount (Left)	1
3SA 199 384A	Active Engine Mount (Right)	1