Technical product information

Topic	Rattle rear cabin area – Seat belt assembly
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.	2068646/1
Level	EH
Status	Released for publishing
Release date	18-Nov-2022

New customer code

Object of complaint	Complaint type	Position
occupant protection, pedestrian protection -> seat belts, 2nd row	noise, vibration	

Vehicle data

Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
393*	2014	E		*	*	*
393*	2015	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Rattle from rear of passenger compartment, rear quarter panel area

Technical background

Metal to metal contact between the front seat belt mounting plate and the seat belt reel housing can result in a rattle in the rear quarter panel area

Production change

Addition of isolation pad

Measure

On receipt of a qualified customer complaint referencing rattle in one or both the rear quarter areas and that rattle can be attributed to the front seat belt mount assembly located in the rear quarter panel then carry out the following procedure. The procedure should be performed on both the right hand and the left hand front seat belt reel / mounting plate assembly's

1. Remove both front seat belt reel assembly's refer to workshop manual Rep. Gr 69 Front seat belts - To remove and fit

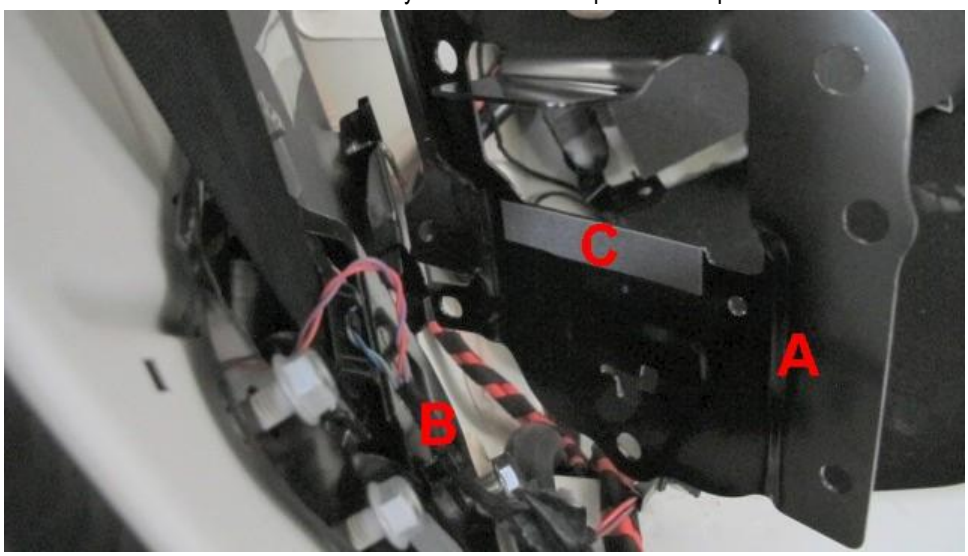


Figure 1

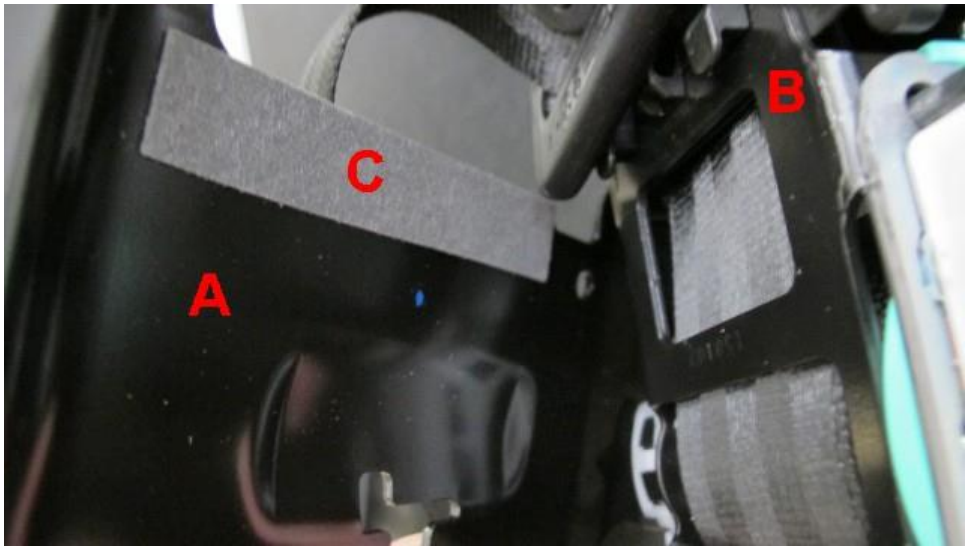


Figure 2

2. With the seat belt mounting plate (A) separated from the seat belt reel housing (B) apply isolation pad, part number 6N0971799 (C), to the inside face of the seat belt mounting plate (see Figure 1,2 and 3).



Figure 3

3. Note: Figure 3 depicts the correct location for the isolation pad service part 6N0971799. The isolation pad should be fitted flush with the top of the aperture in the mounting plate and must not encroach on the seat belt webbing clearance recess area D

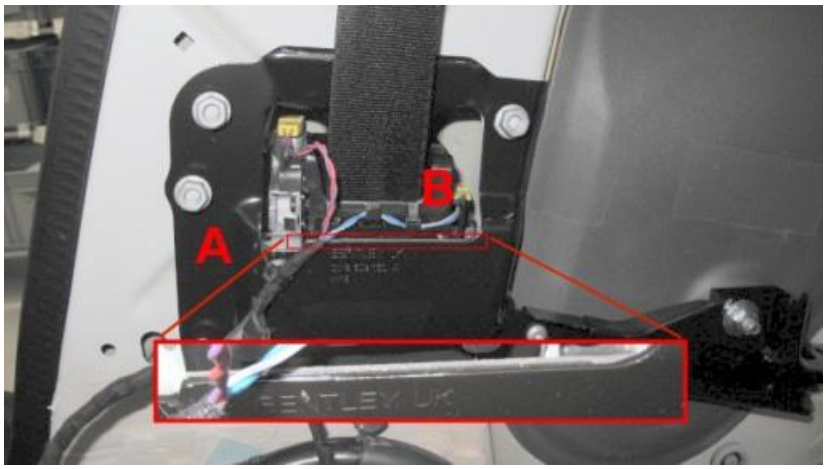


Figure 4

4. When refitted The isolation pad will be sandwiched between the seatbelt reel assembly (B) and the mounting plated A and should just be visible flush with the top of the aperture in the seat belt mounting plate (see Figure 4)

Warranty accounting instructions

Warranty Type	110 or 910
Labour Operation Code	69 13 50 00
Damage Service Number	69 13
Damage Code	00 20
Location	001
Time	220 TU

Parts information

Part number	Description	Quantity
6N0971799	Foam pad	2