

## Technical product information

<b>Topic</b>	1.5 KHz Front brake squeal when reversing - New Continental GT/C and New Flying Spur
<b>Market area</b>	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2053914/11
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
running gear -> brakes, brake control	noise, vibration	
running gear -> brakes, brake control -> service brake	noise, vibration -> noise	
running gear -> brakes, brake control	component / consumables	

## Vehicle data

### New Continental GT/GTC and New Flying Spur

#### 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		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	*	000001	088712		

## Documents

Document name
master.xml

## Customer statement / workshop findings

Front brake squeal at 1.5 KHz when reversing during brake application

## Technical background



**VERY IMPORTANT: This TPI is only applicable to Non-CSiC Brake Systems only**

**NOTE: Warranty payments will only be considered for vehicles which are within the applicable VIN range (see TPI header data) in conjunction with a DISS query with evidence that the applicable frequency was initially evident**

## Production change

All VINS post SCBCZ13S4MC088712 are to specification and have the latest specification parts fitted

## Measure

1) Carry out an inspection of the brake system to confirm the brake system components are serviceable as per all Elsa pro guidelines

Normal Warranty and Elsa pro guidelines apply as follows:

All authorised Bentley Retailers must guarantee their workmanship for 12 months or 12,000 miles (19,300 kilometres), whichever occurs first

## Wear and Tear and Service Items

Items where the lifetime of the component is or can be influenced by driving style and external factors (Brake pads and brake discs) will only be considered under the terms of the Warranty for a period of six months or 6,250 miles (10,060 kilometres), whichever occurs first. Beyond that limit, the defects must be classified as wear and tear and will not be covered by the Warranty

2) Follow the 'Brake noise identification' **TPI 2052785 - IMPORTANT:** For frequency analysis the noise recording equipment Bentley Motors recommends is the Chassis ear tool **WT 10437**

- Obtain a clear recording using WT 10437 and attach it to the open DISS query
- Obtain a clear recording using a suitable mobile device from outside of the vehicle and attach it to a new or open DISS query
- If the sound recording produces a frequency of 1.5 KHz when the vehicle is reversing/during brake application - Replace the front brake pads Rep.Gr 46 - Refer to Parts information section



Ensure the front upper and lower calliper fixings are replaced during the replacement of the front brake pads

## Warranty accounting instructions

### Front brake pads replaced - New Continental GT and GTC

Warranty type 110 or 910

Damage service number 46 36

Damage code 00 20

### Labour

Labour operation code 46 36 20 50

Time 60 TU

### Front brake pads replaced - New Flying Spur

### Labour

Labour operation code 46 36 20 50

Time 70 TU

### Remove and Refit both front wheels (All models)

Labour operation code 44 05 20 00

Time 10 TU

### Road test/Chassis ear diagnosis

Labour operation code 01 21 00 00

Time

50 TU



**VERY IMPORTANT: This TPI is only applicable to Non-CSiC Brake Systems only**

**NOTE: Warranty payments will only be considered for vehicles which are within the applicable VIN range (see TPI header data) in conjunction with a DISS query with evidence that the applicable frequency was initially evident**

### Parts information

Front brake pad service kit - 3SA 698 151B or later will rectify the concern

Front upper and lower calliper fixings (x4) - Refer to the ETKA parts catalogue



**Kit will include brake pad part numbers 3SA 615 115 D and 3SA 615 116 D or later (x2 each)**

**Figure 1 shows the previous and latest specification pads and a brief description of the differences between the two variants**



**Figure 1**

### Customer information

#### Exclusions from Warranty

Warranty claims are excluded in cases where the claim is directly related to the fact that:

- The customer failed to report the defect as soon as it became apparent or did not allow the required repairs to be carried out as soon as possible
- The fault was caused by outside influences, such as chemical or vegetation damage, flying gravel/stones, aggressive cleaning agents, etc
- The vehicle has been previously repaired without following Bentley Motors repair procedures
- Parts have been fitted to the vehicles that are not approved by Bentley Motors
- The customer has failed to follow the regulations for use of the vehicle
- The vehicle was overburdened or used for purposes for which it was not intended (e.g. racing, towing excessive loads, etc.)
- Natural wear and tear is excluded from the Warranty