

Technical product information

Topic	New Continental GT / C and New Flying Spur - Rattle / Creak from the dashboard demister panel
Market area	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.	2073954/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> dash panel, centre console -> dash panel body -> dash panel moulding	noise, vibration -> rattle	

Vehicle data

New Continental GT / C 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		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Rattle / Creaking noise from the dashboard demister panel (Figure 1)

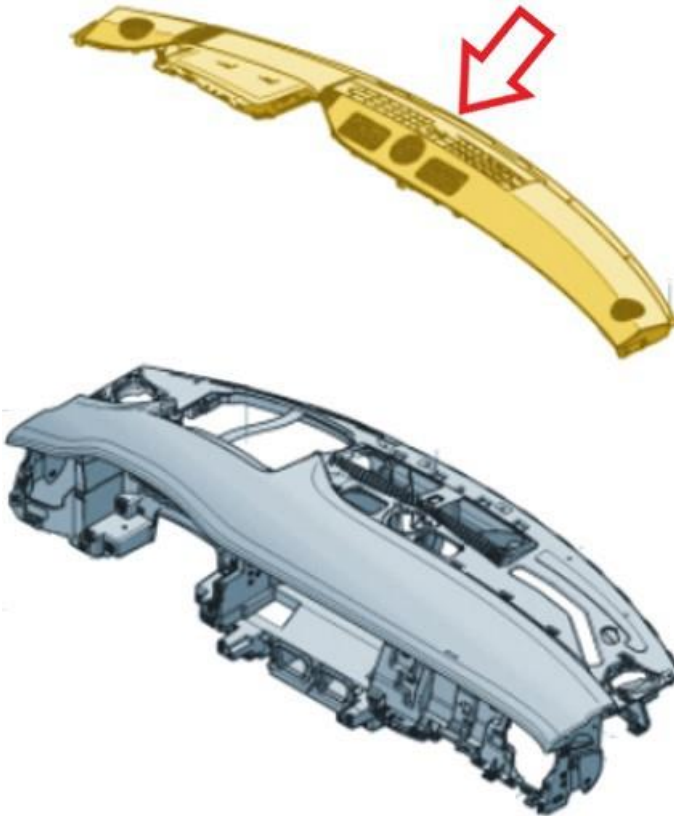


Figure 1

Technical background

In the event the issue is as described please refer to the Measure section

Production change

-

Measure

NOTICE

The operative must first refer to TPI 2052431/- to confirm the noise is not from the Head Up Display unit (HUD)

However

Should the noise be emitting from the dashboard demister panel (Figure 1) the operative must conduct the onward instructions

- 1) Raise a technical DISS query ensuring the following is attached:
 - Clear video recording of the noise
 - Photographs showing the location of the noise
- 2) Once submitted the operative must await feedback via DISS before conducting any further work



NOTE TO PRODUCT SUPPORT ON RECEIPT OF A QUALIFYING DISS QUERY:

Product Support must second level the DISS query to the Body and Trim Senior Engineer and await feedback before responding to the retailer