

Technical product information

Topic	Rattle from the MMI switchpack
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.	2074228/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions	noise, vibration	

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 from the MMI switchpack at the locations shown in Figure 1



Figure 1

Technical background

The noise may be from the left and / or right hand metallic clip(s) as shown in Figure 2



Figure 2

Hint: For clarity the left hand side clip is shown although the right hand side is the same

! NOTICE

In the event the issue is evident the operative must conduct the instructions within the Measure section of this TPI

Production change

-

Measure

- 1) Referring to Rep.Gr 96 - Remove the MMI switchpack
- 2) Cut 2 x 25mm strips of 8 mm anti-creak tape (Figure 3)



Figure 3

3) Referring to Figure 4 - Apply x1 strip of anti-creak tape over the left and right hand clips as follows:

- Apply the tape into hole of the clip **Hint:** The anti creak tape stabilises the clip
- The final result should be similar to the image shown in Figure 4



Figure 4

Hint: For clarity the right hand side clip is shown although the left hand side is the same

4) Referring to Rep.Gr 96 - Refit the MMI switchpack

5) Confirm the issue is no longer evident

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 91 10

Damage code 00 20

Time to remove and refit the switchpack

Labour operation code 91 10 19 01

Time 10 TU

Time to cut and apply anti creak tape to the switchpack clips

Labour operation code 91 10 49 95 (Use 99 index until 27/07/24)

Time 10 TU

Parts information

Description	Part number	Quantity
Anti creak tape	Source locally	As required