

Technical product information

Topic	Continental GT / C and 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.	2073954/2
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)

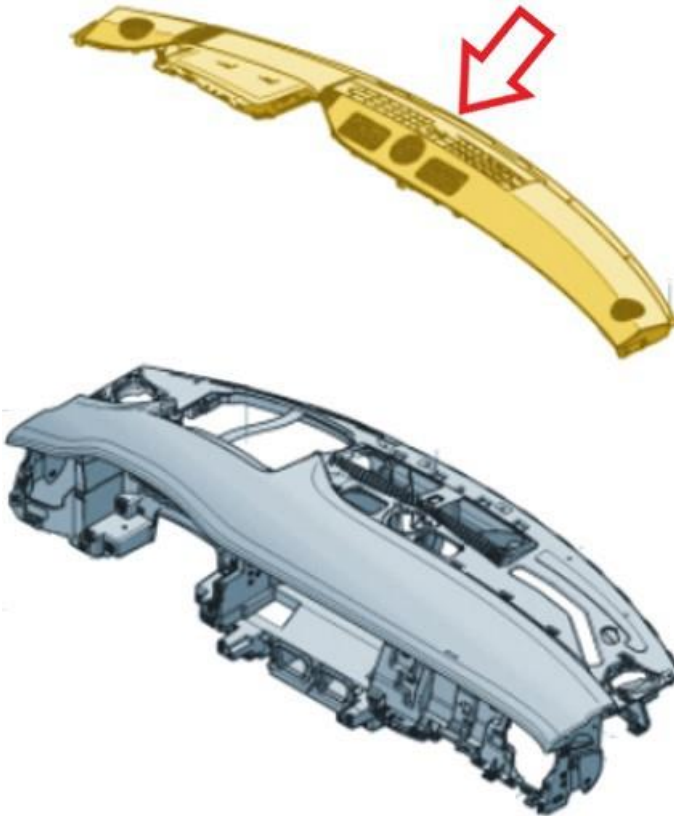


Figure 1

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)

Should the noise not be from the HUD please continue with the onward instructions

1) Remove both A-post trim panels

Question

Is the noise still evident?

No

Conduct step 1

Yes

Conduct step 2 to completion

1) Remove the left and right hand side A-post trim panels

- Apply anti creak tape at the location shown (Figure 2) to the left and right hand A-post trim panels



Figure 2

- Refit the left and right hand side A-post trim panels
- Retest to confirm the noise is no longer evident

Question

Is the noise still evident?

No

Further action is not required

Yes

Conduct step 2 to completion

2) Referring to the applicable Rep.Gr - Remove the dashboard demister panel

- Referring to Figure 3 - Apply anti creak tape (20 mm width) at the locations shown (Bulkhead)



Figure 3

- Referring to Figures 4,5,6 and 7 - Apply anti creak tape at the locations shown



Figure 4



Figure 5

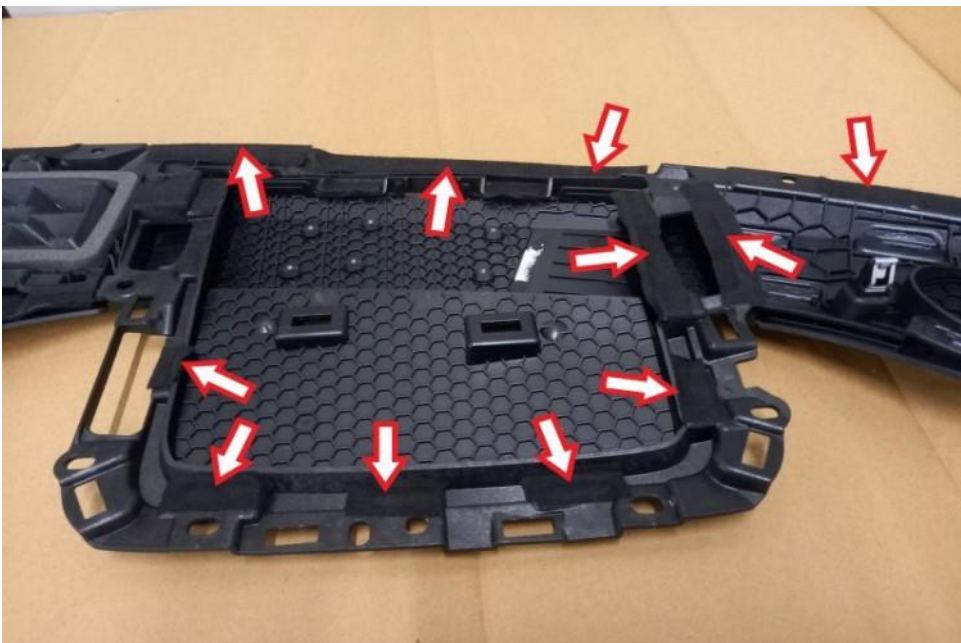


Figure 6



Figure 7

- Referring to the applicable Rep.Gr - Refit the dashboard demister panel

Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 91 40

Damage Code 70 20

Step 1

Time to remove and refit (x1) A post pillar trim

Labour operation code 70 57 19 00

Time 10 TU (Submit claim twice for both A-Post pillar trims)

Step 2

Time to remove and refit the dashboard / demister panel

Labour Operation Code 70 20 19 50

Time 20 TU

Time to remove and refit the windscreen GT and GTC

Labour Operation Code 64 10 19 00

Time 260 TU

Time to remove and refit the windscreen Flying Spur

Labour Operation Code 64 10 19 00

Time 270 TU

Time to apply anti creak tape

Labour Operation Code 70 20 41 98 (Use 99 index until 05/12/24)

Time 10 TU

Wheel alignment and calibration of the applicable driver assist systems (Depending on vehicle specification)

NOTE: The codes for each vehicle type are the same, however some of the times may be different please note that Saga will auto-populate the times when the claim is submitted

- Vehicle front + rear measured wheel alignment checked - 44 95 03 00
- Rear wheel camber adjust - 44 94 15 50
- Rear wheel track adjust - 44 93 15 50
- Front wheel camber adjust - 44 89 15 50
- Front wheel track adjust - 44 88 15 50
- (ACC) - Radar sensor checked + adjusted - 91 63 05 51
- Overhead view camera adjusted - 90 83 15 00

- Driver assist camera adjusted - 96 38 15 50
- Control unit for (Lane change assist) adjusted - 96 35 15 00

GFF Time

Labour operation code 01 51 00 00

Time As per the ODIS log Must not exceed 10 TU

Road test

Labour operation code 01 21 00 01

Time 30 TU

Parts information

Anti creak tape (20mm width) - Source locally