

Technical product information

Topic	Rattle / Creak from the dashboard demister panel
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2075693/4
Level	EH
Status	Released for publishing
Release date	May 21 2026

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

Continental GT / C and Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

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

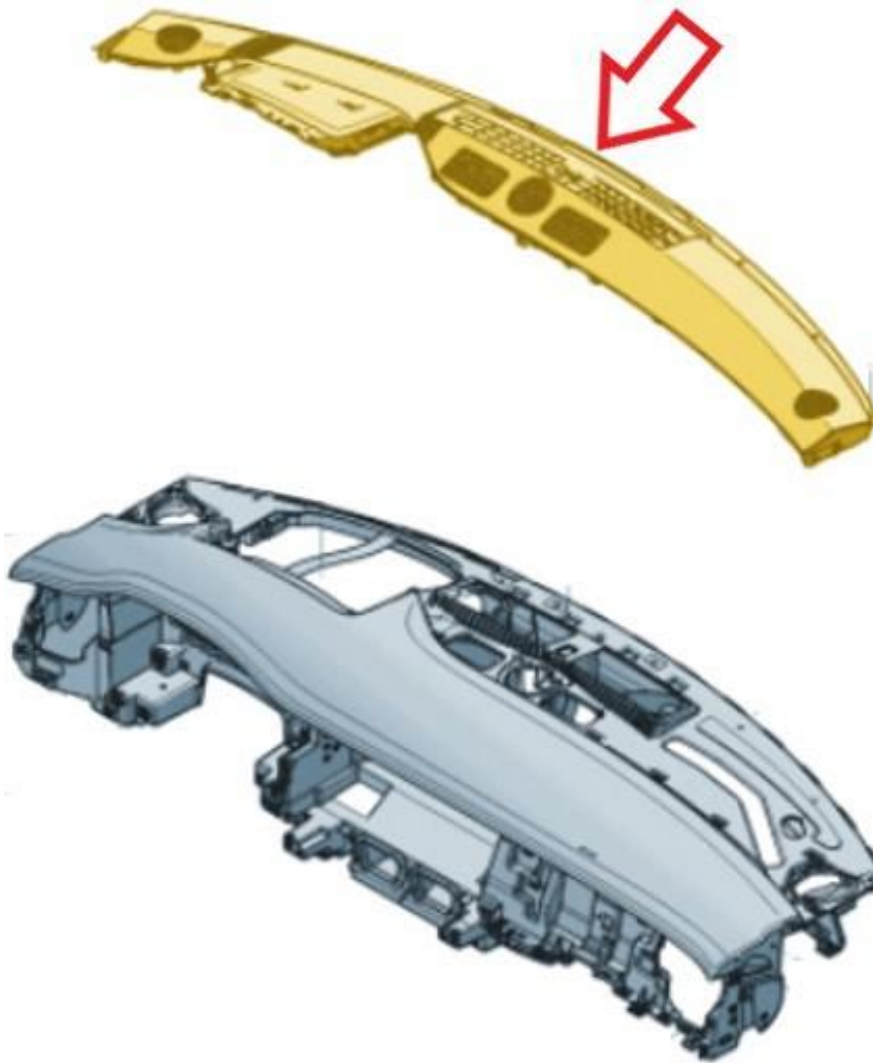


Figure 1

Technical background

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

Revision History

2075693/4 – Warranty accounting instructions damage code update

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

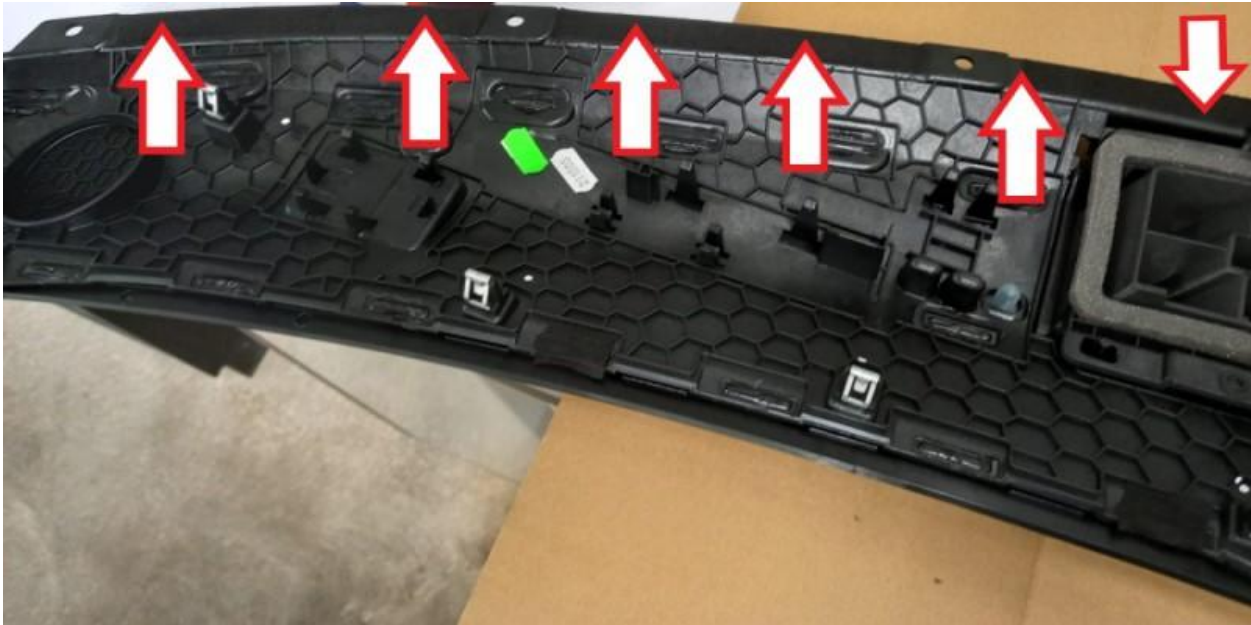


Figure 5

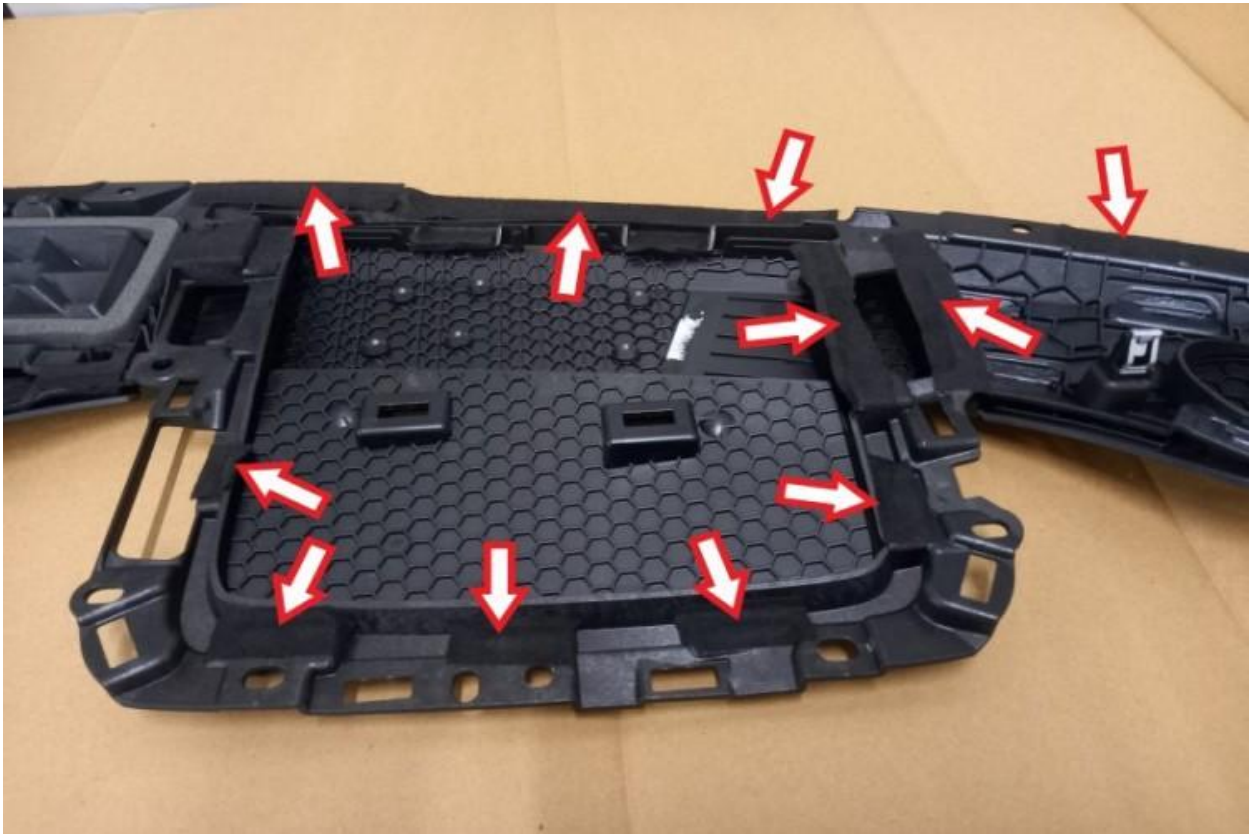


Figure 6



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: 00 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