

Technical product information

Topic	Creaking noise from the upper C post trim panel
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2061928/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector -> C-pillar moulding	component / consumables -> loose	
body fixtures and fittings -> trim, covers, floor cover -> C-pillar trim	noise, vibration -> noise	

Vehicle data

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

Creaking noise from the upper C post trim panel

Customer statement / workshop findings

Customer statement

Creaking noise from the left or right upper C post trim panel when the rear seats are occupied and when the vehicle is static

Workshop findings

Creaking noise from the left or right upper C post trim panel can be identified when pressing the panel by hand

The instructions MUST only be conducted on receipt of an official customer complaint

Technical background

IMPORTANT: Ensure all trim panels are suitably protected when carrying out the onward instructions Warranty payment will not be considered for any trim damage

IMPORTANT: The operative should perform the onward instructions within the Measure section on the affected side only

The instructions MUST only be followed on the right and left hand side in the event that the issue is clearly evident on both sides

Production change

Not applicable

Measure

1) Using a suitable trim tool or hand, apply pressure along the top edge of the affected/creaking upper C post trim panel

TIP: If the creaking noise occurs only when pressure is applied in this position, the concern is related to the tape specification which is fitted to the applicable upper C post bracket

2) Remove the applicable upper C post trim panel – Refer to Rep.Gr 70 to gain access to the Brackets shown in Figure 1

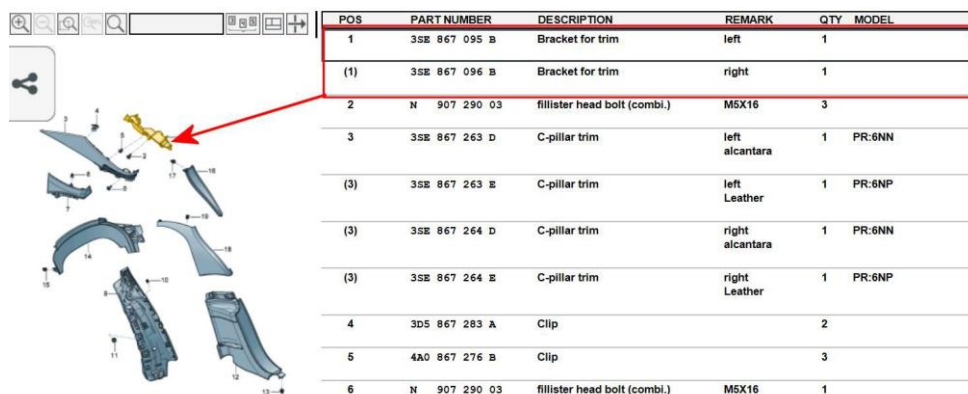


Figure 1

- Referring to Figure 2 - Remove the transparent tape from the upper C post bracket upper edge, making note of the original location points

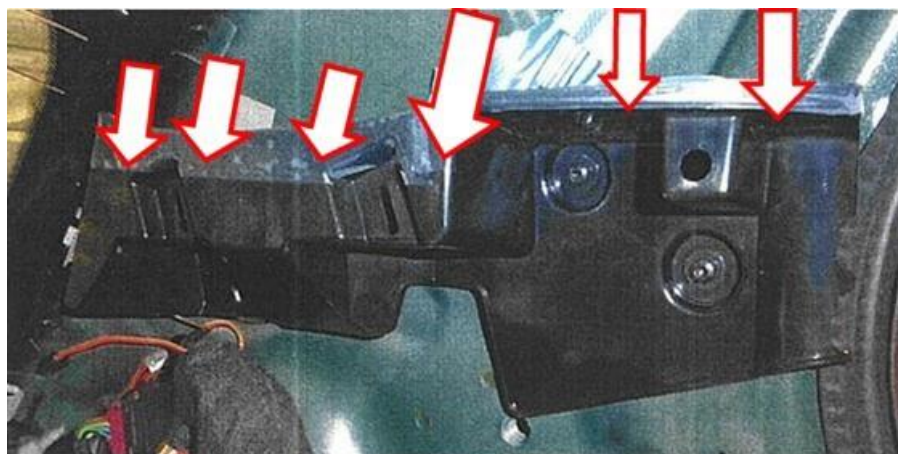


Figure 2

- 3) Apply anti-squeak tape along the upper C post bracket upper edge in the exact location that the transparent tape was removed from
- 4) Referring to Figure 3 - Ensure that the clips and apertures (highlighted in red boxes) are not blocked by the anti-squeak tape. If they are blocked on initial fixing of the tape, adjust/cut the tape as required to ensure the holes are free

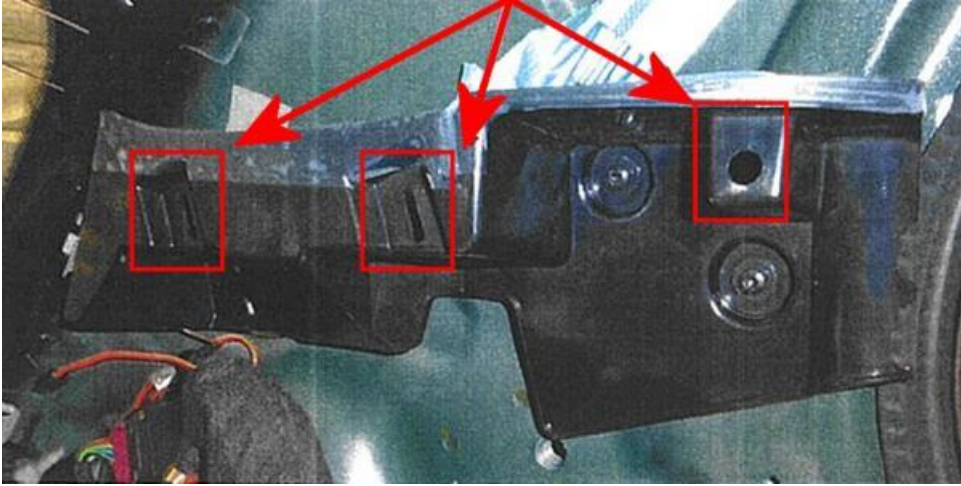


Figure 3

- 5) Referring to Rep.Gr 70 - Refit the upper C post trim panel

Warranty accounting instructions

Time to repair x1 C post trim panel

Warranty Type 910 or 110

Damage Service Number 70 68

Damage Code 00 20

Labour

Labour Operation Code 70 68 41 05

Time 90 TU