

## Technical product information

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Topic</b>           | Vibration noise from the powertrain when park or neutral is selected                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Market area</b>     | Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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) |
| <b>Brand</b>           | Bentley                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Transaction No.</b> | 2053428/7                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Level</b>           | EH                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Status</b>          | Released for publishing                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Release date</b>    | 26-Sep-2023                                                                                                                                                                                                                                                                                                                                                                                                                               |

### New customer code

| Object of complaint                                           | Complaint type       | Position |
|---------------------------------------------------------------|----------------------|----------|
| power transmission -> gearbox control operation               | noise, vibration     |          |
| power transmission -> operation, shift and power flow control | noise, vibration     |          |
| power transmission -> power distribution, power flow          | functionality        |          |
| power transmission -> gearbox control operation               | dimensional accuracy |          |

## Vehicle data

### New Continental GT and New Continental GTC - W12

#### Sales types

| Type   | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|--------|------|-------|-------------|-------------|--------------|------------------|
| 3S31BB | 2018 | E     |             | *           | *            | *                |
| 3S31BB | 2019 | E     |             | *           | *            | *                |
| 3S31BB | 2020 | E     |             | *           | *            | *                |
| 3S31BB | 2021 | E     |             | *           | *            | *                |
| 3S31BB | 2022 | E     |             | *           | *            | *                |
| 3S31BB | 2023 | E     |             | *           | *            | *                |
| 3S31BB | 2024 | E     |             | *           | *            | *                |
| 3S31EB | 2021 | E     |             | *           | *            | *                |
| 3S31EB | 2022 | E     |             | *           | *            | *                |
| 3S31EB | 2023 | E     |             | *           | *            | *                |
| 3S31EB | 2024 | E     |             | *           | *            | *                |
| 3S41BB | 2019 | E     |             | *           | *            | *                |
| 3S41BB | 2020 | E     |             | *           | *            | *                |
| 3S41BB | 2021 | E     |             | *           | *            | *                |
| 3S41BB | 2022 | E     |             | *           | *            | *                |
| 3S41BB | 2023 | E     |             | *           | *            | *                |
| 3S41BB | 2024 | E     |             | *           | *            | *                |
| 3S41EB | 2021 | E     |             | *           | *            | *                |
| 3S41EB | 2022 | E     |             | *           | *            | *                |
| 3S41EB | 2023 | E     |             | *           | *            | *                |
| 3S41EB | 2024 | E     |             | *           | *            | *                |

## Documents

| Document name              |
|----------------------------|
| <a href="#">master.xml</a> |

## Customer statement / workshop findings

Vibration/Tizzing noise from the powertrain area when the vehicle is in Park or Neutral, the noise typically disappears in Drive

## Technical background

The noise is caused by contact between the transmission cooler pipes and the front subframe

## Production change

Extra checks at the time of production are in place

## Measure

- 1) Referring to Repair manual Rep.Gr 66 – Remove the front undersheet
- 2) Referring to Figure 1 - Locate the area (circled) at the front right hand side of the front subframe



Figure 1

- Referring to Figure 2, Carry out a visual check of the transmission pipes to confirm the pipes are contacting the front subframe at the location shown

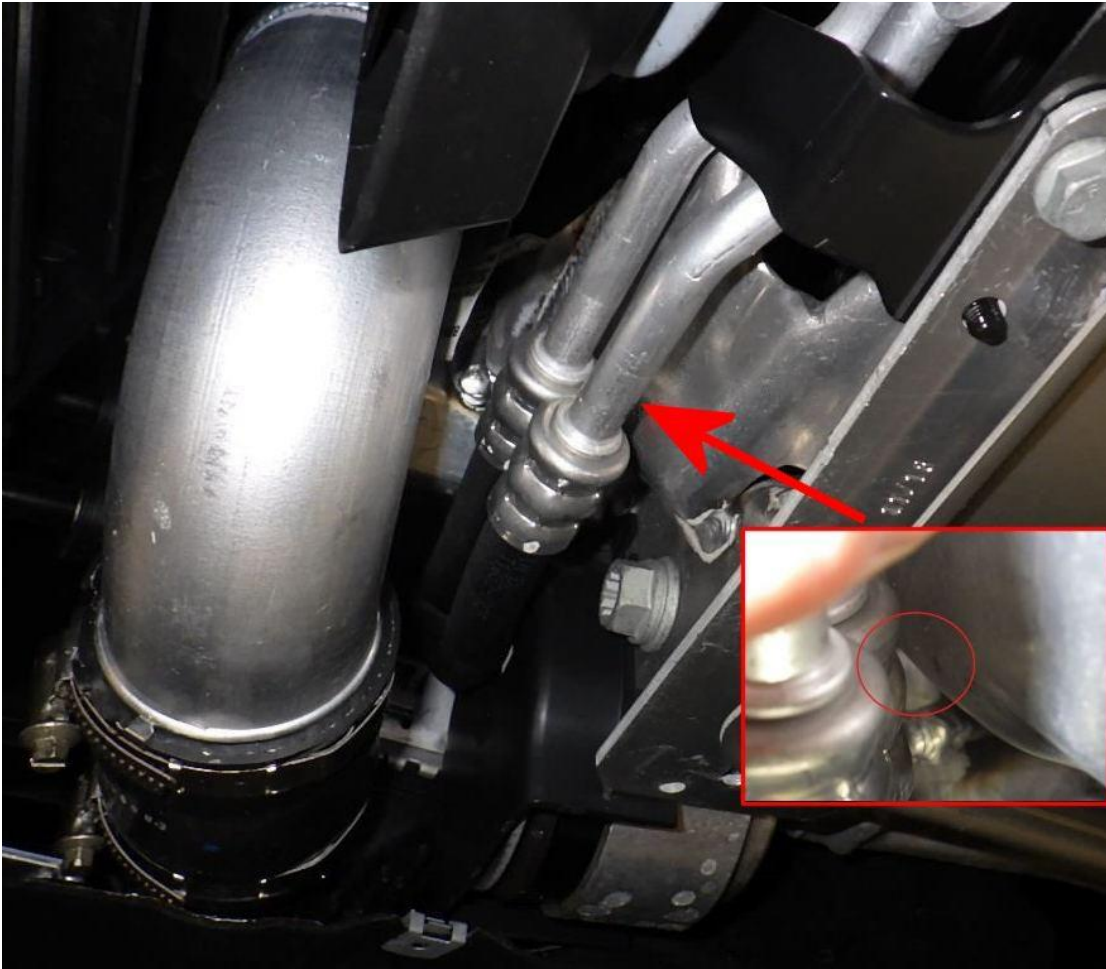


Figure 2

3) Should contact be confirmed – Taking care not to damage the pipes or securing points/brackets reposition the pipes ensuring clearance is maintained between the pipes and the subframe

4) Refit the front undersheet - Refer to Repair manual Rep.Gr 66

### Warranty accounting instructions

Warranty type            110 or 910

Damage Service Number    38 62

Damage Code            00 20

#### Labour

Labour Operation Code    38 62 41 00

Time                      70 time units