



Connection offline

Technical product information

Topic	8 Speed Transmission - Harsh gear shift
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2035309/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Drivetrain -> Operation, shift and power flow control	functionality	
Drivetrain -> Gearbox control operation -> Gear shift / range change -> Automatic Gear shift/range change	Noise, vibration -> grab	
Drivetrain -> Gearbox control operation -> Gear shift / range change	Noise, vibration -> jolt	
Drivetrain -> Gearbox control operation -> Gear shift / range change	functionality -> too slow	
Drivetrain -> Gearbox control operation	functionality	
Drivetrain -> Gearbox control operation -> Gear shift / range change -> Gear synchronisation	functionality -> partially without function	
Vehicle service -> Vehicle diagnosis -> Guided fault finding	control units, services -> with event log entry	

New workshop code

Object of complaint	Complaint type	Position
Drivetrain -> Operation, shift and power flow control -> Gearbox control unit	control units, services -> measured value too high	
Drivetrain -> Operation, shift and power flow control -> Gearbox control unit	control units, services -> measured value too low	
Drivetrain -> Operation, shift and power flow control -> Gearbox control unit	functionality -> without function / defect	

Vehicle data

New Continental GT - GTC and Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39**	2012	E		*	*	*
39**	2013	E		*	*	*
39**	2014	E		*	*	*

4W21*	2014	E		*	*	*
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Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	ZA	*	*	C	073451	999999		
SCB	*	3W	*	*	C	073451	999999		

Documents

Document name
master.xml

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Technical product information

Transaction No.: 2035309/1

8 Speed Transmission - Harsh gear shift

Customer statement / workshop findings

The gear shift performance when in 'D' mode (Figure 1) is harsh and not smooth as expected.



Figure 1



This TPI is only applicable to vehicles which are experiencing harsh gear shift performance.

Technical background

During Pre Delivery Inspection (PDI) or after the customer has taken ownership of the vehicle harsh gear shifts have been reported.

Should harsh gear shift be experienced when the transmission changes up or down gear in 'D' mode only, it is imperative that the Dealer does not initially carry out the Transmission adaption process.

Full details of the process which must be followed are detailed within the Measure section of this TPI.

Production change

The transmission adaption process within Bentley Motors is currently under review to help eliminate complaints of harsh gear shift from Customers and our Dealer network.

Measure

1. Connect a suitable approved battery charger (Figure 2) Refer to Workshop Manual Rep.Gr 27 - Starter-current supply- CC - Batteries - To charge

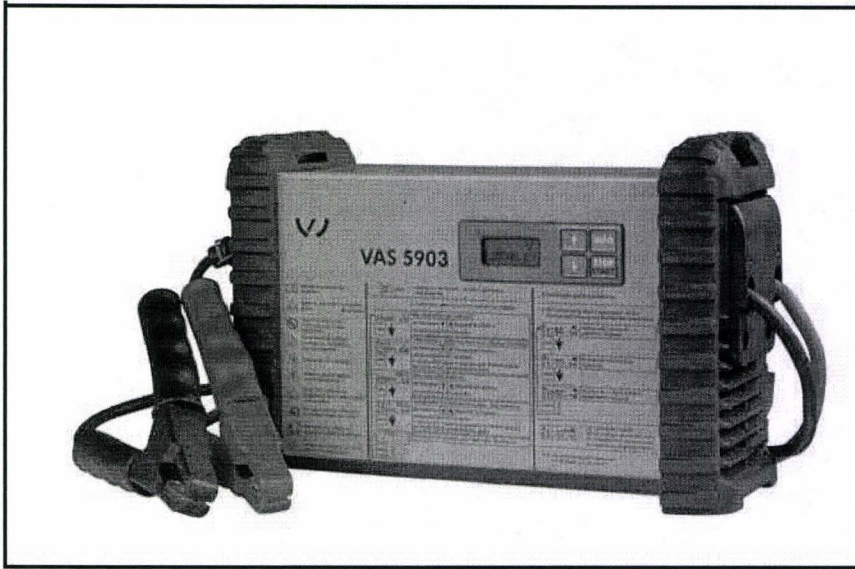


Figure 2

2. From the Desktop launch the Offboard Diagnostic Information System Service using the Diagstarter icon (Figure 3 Point A)

-Select Offboard Diagnostic Information System Service (Figure 3 Point B) and follow all on screen prompts

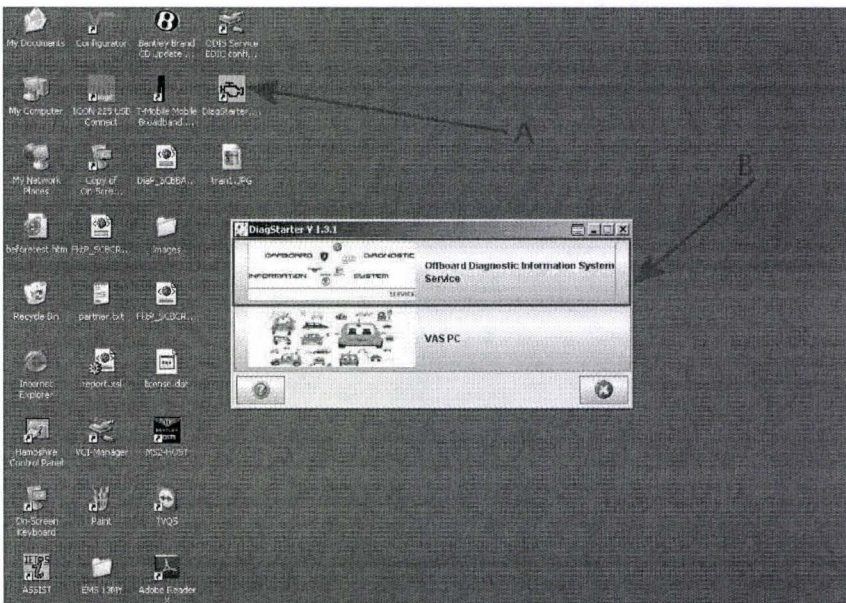


Figure 3

- Ensure the Using guided fault finding box is ticked (Figure 4) - follow all on screen prompts and allow the guided fault finding control module sweep to complete

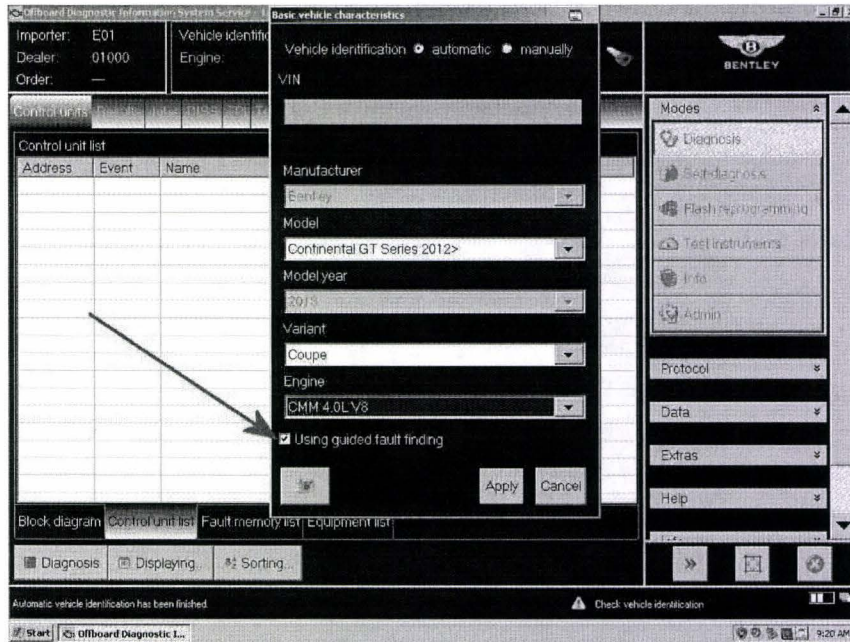


Figure 4

3. Navigate to the Block diagram screen and select Transmission Control Module - GET_02 as shown in Figure 5

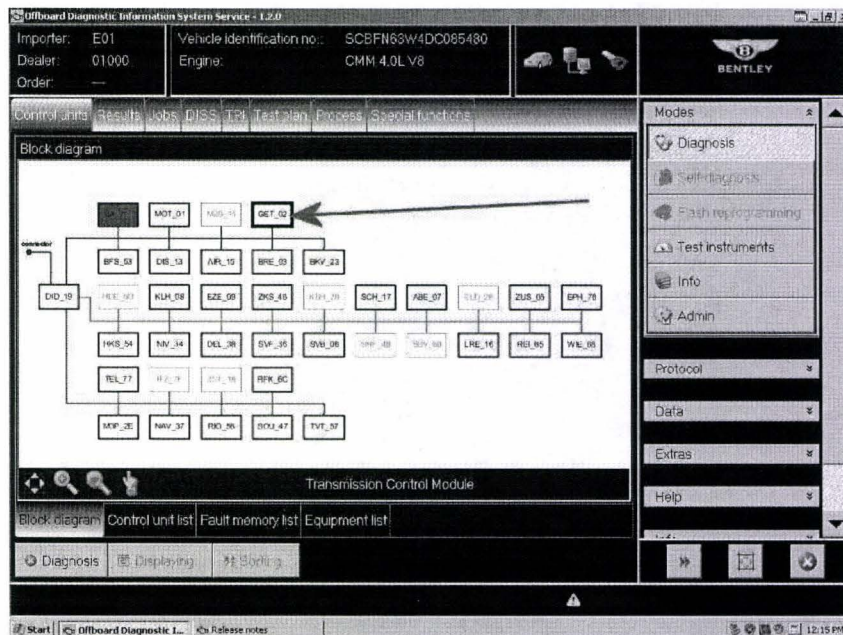


Figure 5

- From the drop down menu shown in Figure 6 select - Guided functions

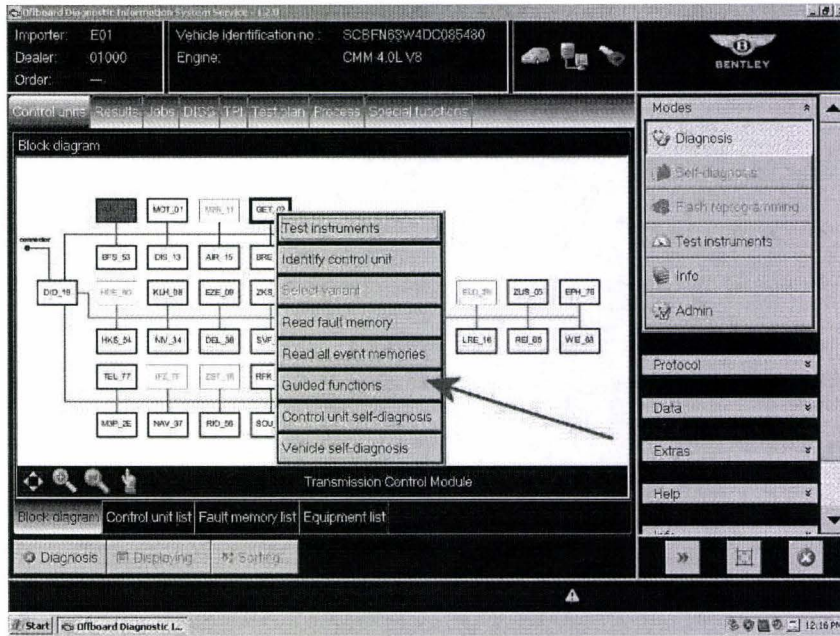


Figure 6

- From the Guided functions menu as shown in Figure 7 (point A) select 02 – Read measured values (Rep.Gr.36) and then select Execute (Point B)

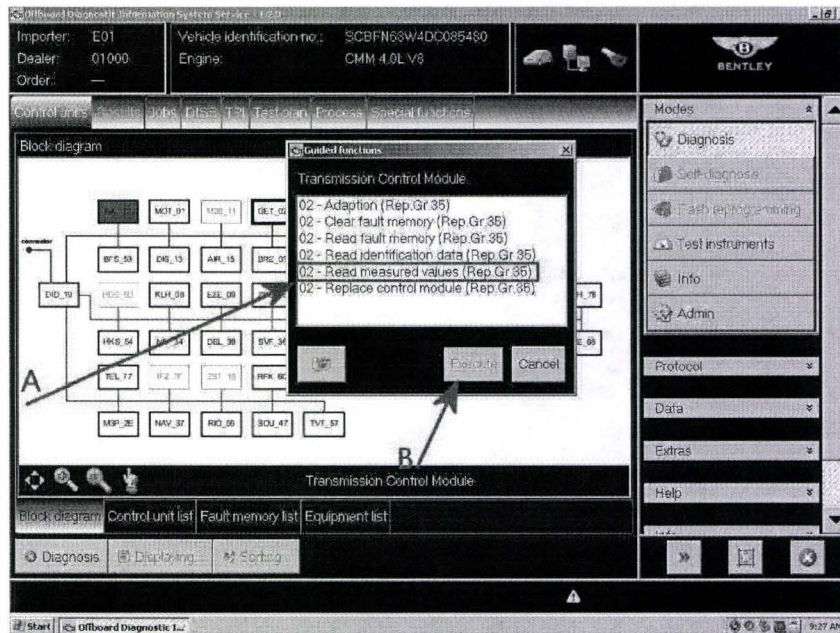


Figure 7

- Referring to Figure 8, It is a requirement to tick and select the 21 boxes as shown, this is to ensure all relevant information is captured before and after the Adaptions process/road test is conducted, please ensure that all of the ID numbers/Measured values shown are selected

- Select OK and follow all on screen prompts

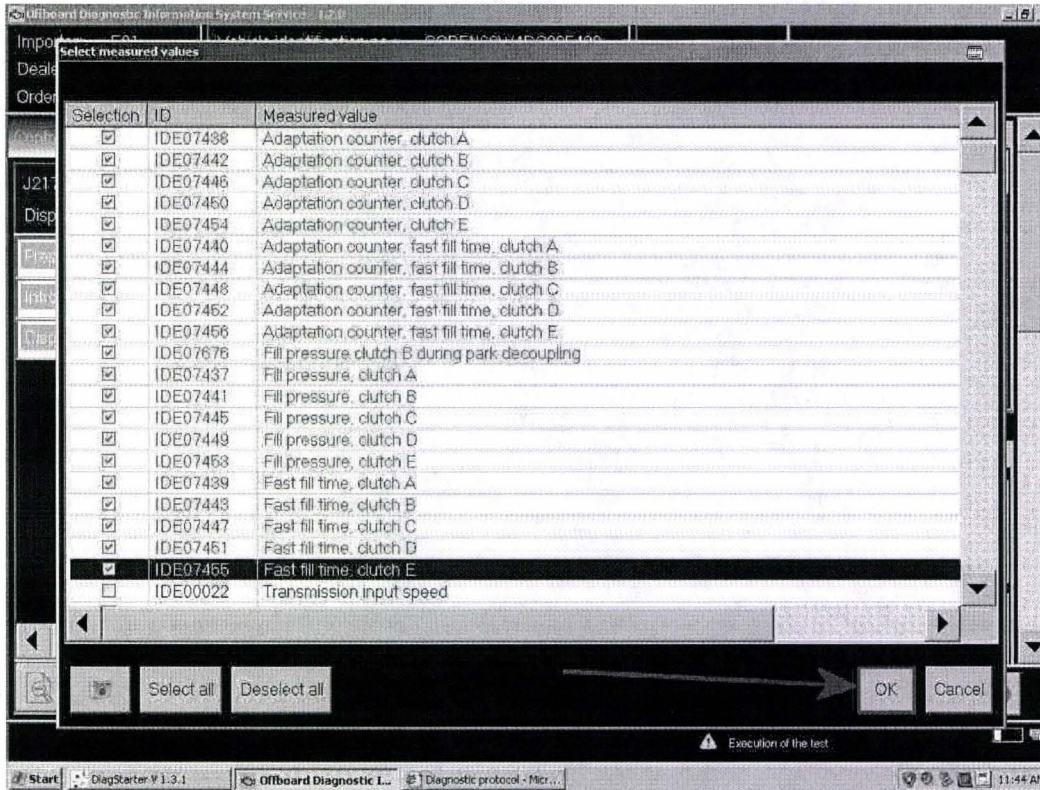


Figure 8

-Once at Figure 9 select OK

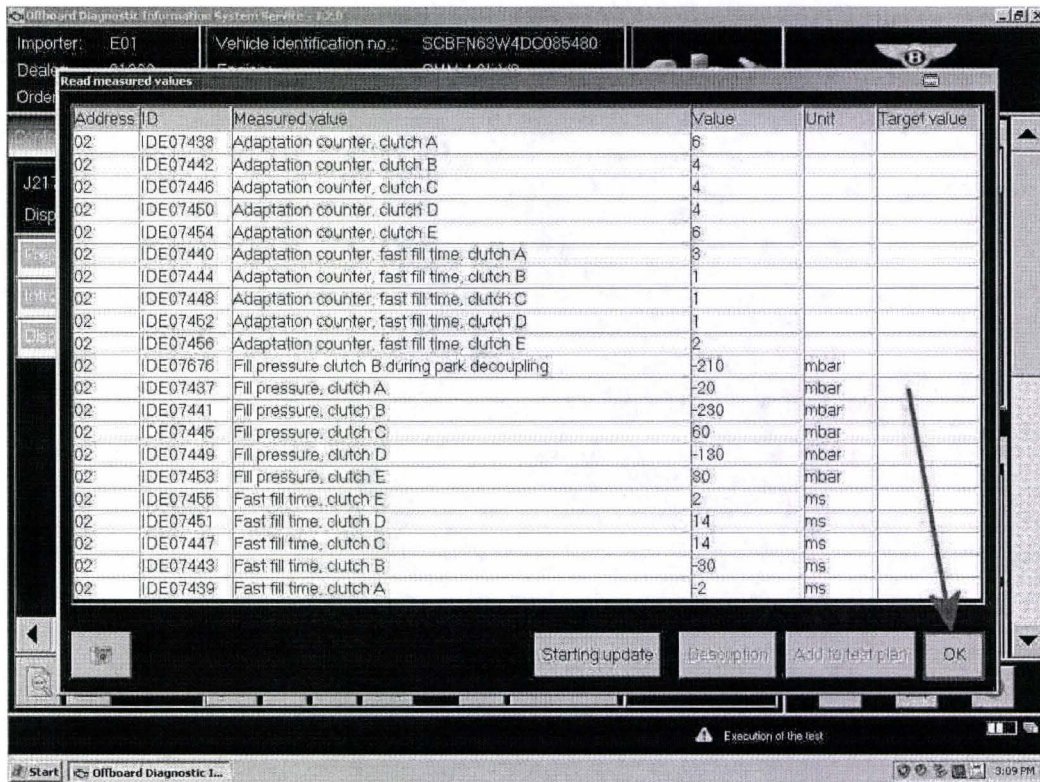


Figure 9

4. Carry out the Adaptions process as detailed in the onward instructions

- Referring to Figure 10 - Select Transmission Control Module - GET_02

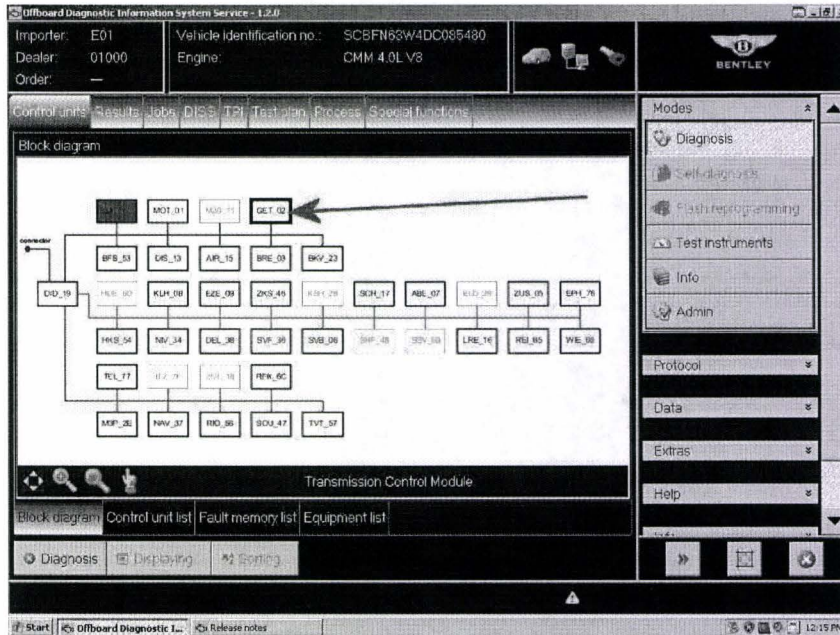


Figure 10

- Referring to Figure 11 – Select Guided Functions

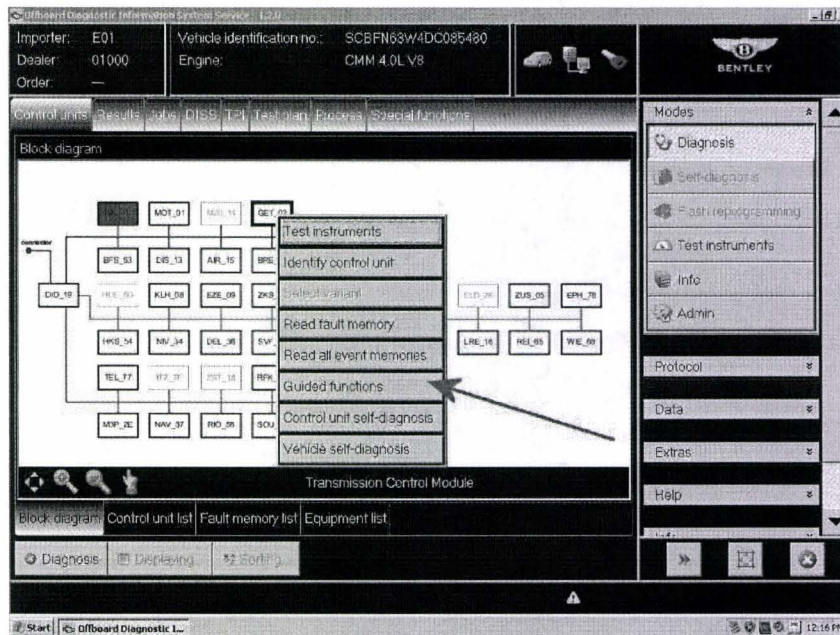


Figure 11

- Referring to Figure 12 Select – (Point A) 02 Adaption (Rep.Gr 35)

- Select (Point B) Execute

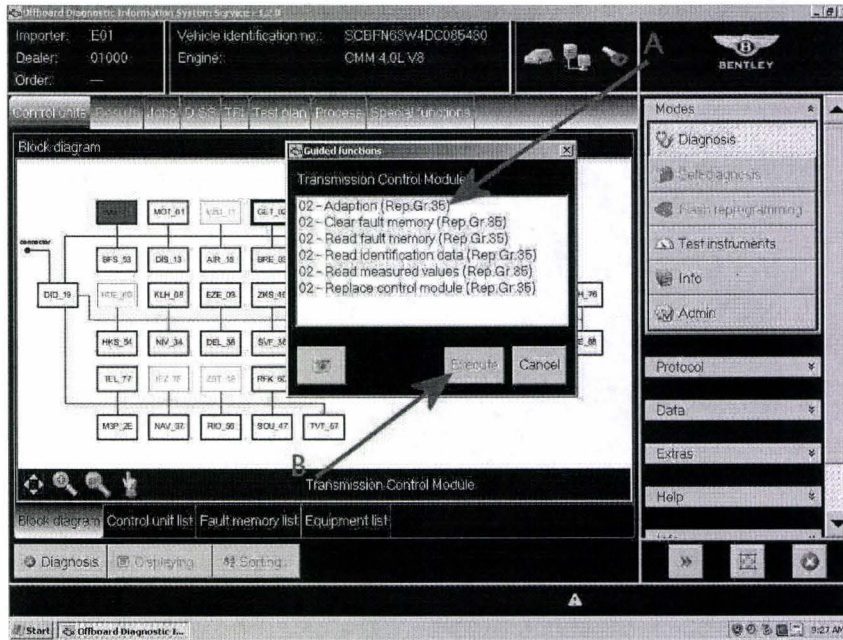


Figure 12



WARNING!

When carrying out any road test, please ensure the diagnostic system is securely attached to the rear seat of the vehicle.

A second person must operate the diagnostic system on the seat.

Any such operation of the front seat, or indeed without any secure attachment, shall not be permitted for safety reasons for example the deployment of the airbag

- Once at the screen shown in Figure 13, Select option C. Guided adaption drive (All existing adaptations are cleared first) and follow all on screen prompts until the Number of successful adaptations in all required fields have passed as shown in Figure 14



Figure 13

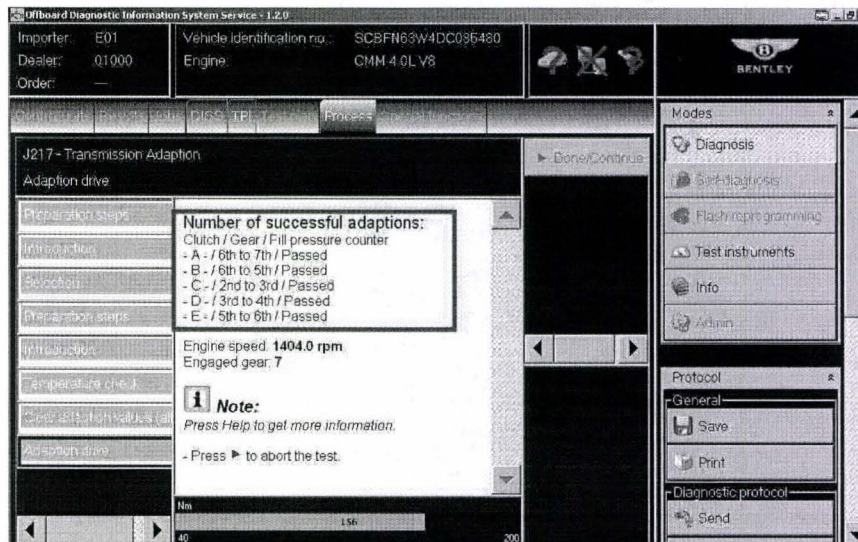


Figure 14

5. Repeat procedure 3, this is to capture the required Measured values after the Adaptions process has been conducted

Save the full Offboard Diagnostic Information System Service log as detailed in the onward instructions

- Referring to Figure 15 (Point A) select Save
- Select Long protocol (Point B)
- Select OK (Point C)

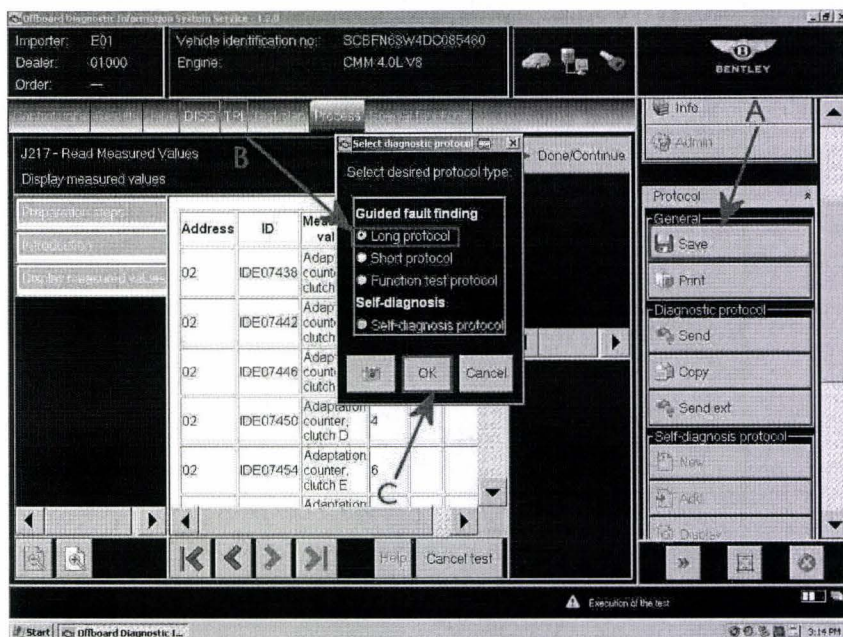


Figure 15

6. Raise a DISS ticket and attach the Offboard Diagnostic Information System Service log

NOTE: To summarise the log should include the following

- The 21 requested Measured Values - prior to road test
- The successful Adaption process
- The 21 requested Measured Values – post road test

Please give as much information as possible relating to the harsh shift issue for example - harsh shift between 2nd and 3rd gear, please also include if the adaption process eliminated the original harsh gear shift issue

Warranty accounting instructions

Normal Warranty policies are applicable

Warranty type 110 or 910
 Labour Operation Code 01 29 00 15
 Damage Service Number 37 35
 Damage Code 02 02
 Time 150 TU (x2 Offboard Diagnostic Information System Service logs and road test to carry out Adaptions process)