▲ Connection offline

Technical product information

Торіс	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	ă.
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	1
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

Туре	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39**	2012	E		*	*	*
39**	2013	E		*	*	*
39**	2014	E	-	*	*	*
			1.1.1			

4W21* 2014 E * *	
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Chassis numbers

Manufacturer	Filler	Туре	Filler	MY	Factory	From	То	Prod from	Prod to
SCB	*	ZA	*	*	С	073451	999999		
SCB	*	3W	*	*	С	073451	999999		

Documents

Document name master.xml

▲ Connection offline

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 <u>does not</u> 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

Or Officered Die	ugnostic folom	ndam System Service - L	Basic vehicle characteristics		-8
Importer: Dealer: Order:	E01 01000 —	Vehicle identific Engine:	Vehicle identification 单 automatic 🔶 manually	\$	BENTLEY
Contratum	IS REPORTED			田時間	Modes 🌲 🔺
Control un	it list				👽 Diagnosis
Address	Event	Name	Manufacturer	HERM	() Self-diagnosis
**********			Bentley		1 Elashrescomannein
			Model		The restriction of the restricti
-CALLEFILLING AN		0.0011110000000000000000000000000000000	Continental GT Series 2012>	ariate harbert	CD Leet instruction's
		0	Model year	Quinter	🔮 Info
			2013		4 Admin
	1	· · · · · · · · · · · · · · · · · · ·	Variant		
	7		Coupe		Protocol ×
	-		Engine CMM 4 0LV8		Dete
814010-1463		Z	Juliana a uded fault fieding	119334	Vala
					Extras ¥
			Apply Cancel		Help ¥
Block diag	ram Contro	Fault memo	iy list Equipment list		
📓 Diagno	osis 🗇 Di	splaying. 82 Sorti	ng		× El O
Automatic vehick	e identification ha	s been finished.	A	Check vehi	cle identification
Start Co	Offboard Diagn	ostic I.,			9:20 A

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

Importer: E01 Dealer: 01000 Order: —	Vehicle identification no : SCSFN65W4DC085480 Engine: CMM 4.0L V8	BENTLEY
Control Jane Elock diagram	abs DISS Testolan Process Saledal Lucklons	Modes * Diagnosis Self-diagnosis Each (Apropositioning) All Test instruments Info Admin Protocol Data Extras
Block diagram Control	unit list Fault memory list Equipment list	Help v

- 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

-Once at Figure 9 select OK

Addre	ss ID	Measured value	Value	Unit	Target value
02	IDE07438	Adaptation counter, clutch A	6	CONTRACTOR OF CONTRACTOR	
02	IDE07442	Adaptation counter, clutch B	4		The second s
02	IDE07446	Adaptation counter, clutch C	4		
02	IDE07450	Adaptation counter, clutch D	4		
02	IDE07454	Adaptation counter, clutch E	6		
02	IDE07440	Adaptation counter, fast fill time, clutch A	3		
02	IDE07444	Adaptation counter, fast fill time, clutch B	1		
02	IDE07448	Adaptation counter, fast fill time, clutch C	1		
02	IDE07452	Adaptation counter, fast fill time, clutch D	and distants in the second second	-	1999 - 1997 -
02	IDE07456	Adaptation counter, fast fill time, clutch E	2	and and and a	
02	IDE07676	Fill pressure clutch B during park decoupling	210	mbar	
02	IDE07437	Fill pressure, clutch A	-20	mbar	
02	IDE07441	Fill pressure, clutch B	-230	mbar	
02	IDE07445	Fill pressure, clutch C	60	mbar	us mine contine
02	IDE07449	Fill pressure, clutch D	-130	mbar	
02	IDE07453	Fill pressure, clutch E	30	mbar	
02	IDE07455	Fast fill time, clutch E	2	ms.	
02	IDE07451	Fast fill time, clutch D	14	ms	al and a second
02	IDE07447	Fast fill time, clutch C	14	ms	1
02	IDE07443	Fast fill time, clutch B	-30	ms	
02	IDE07439	Fast fill time, clutch A	-2	ms	-la
	A CONTRACTOR		State of the state of the		
LEast			deter in the second second	h al liter day	
R.		Staning up	date Theeohbilou	ASID TO LE	ET DEL OK



Technical product information 2035309/1

- 4. Carry out the Adaptions process as detailed in the onward instructions
- Referring to Figure 10 Select Transmission Control Module GET_02

Importer: E0 Dealer: 010 Order: —	1 000	Vehicle identification no.: Engine:	SCBFN63W4DC085480 CMM 4.0L V8	an 📴 🍾	BENTLEY	
Control units Re	sulta Jobs	DISS TPI Test alan Pro	iceas Special functions		Modes	*
Block diagram			and the second		😔 Diagnosis	
					() Self-dagnasis	
	MOT	11 NO.0 -1 CET 02			📽 Flashreprogramm	ng
•			3	1.1	🕰 Test instruments	
	'8_53 065_1	3 [APC_15] [BRE_03] [BRV_3			info Info	
00_19	E BO	8 EZE 09 2KS 49 R 51			Admin	
10 N	(8,54 NV)3 80,77 112 7	4 DEL 38 SVF 30 SV6 3	66 (569-45 (537-56) LRE_16	Rbj.us WE,00	Protocol	¥
M	SP_ZE NAV	17 RIO_56 SOU_47 TVT_1	57		Data	8
			-		Extras	¥
े ९ ९	*	Tran	smission Control Module		Help	×
Block diagram (Control unit	list Fault memory list Equi	pment list			
O Diagnosis	回 Display	ng M Bonling			» 🖾	0
				A		
f Start Start Offboar	d Diagnóstic I				3000	12:15

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





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 adaptions are cleared first) and follow all on screen prompts until the Number of successful adaptions in all required fields have <u>passed</u> as shown in Figure 14





🛃 Offboard Diagnostic Inform	nation System Service - 1.2.0	A MARL CONTRACTOR OF A CONTRACT	
Importer E01 Dealer: 01000 Order: —	Véhicle identification no. SCBFN63W4DC036480 Engine: CMM.4.0L.V8	* <u>*</u> *	BENTLEY
otanin in dia managina	Process provide the second		Modes *
J217 - Transmission 4	Adaption		👽 Diagnosis
Adaption drive			Det-stagnosis
Proparation steps	Number of successful adaptions:	*	Riash reprogramming
litti orașe liter	Clutch / Gear / Fill pressure counter - A - / 6th to 7th / Passed		Test instruments
Selected at	- B - / 6th to 5th / Passed - C - / 2nd to 3rd / Passed		info 🖉
Declaration stops	- E = / 5th to 6th / Passed		Ca Admin
10 m - 21, 200 -	Engine speed. 1404.0 rpm Engaged gear 7	< >	
Temperature check.			Protocol *
Second deriverues	Press Help to get more information.		Save
Addaten duos	- Press 🏲 to abort the test.		Print
		Y	- Diagnostic protocol
4	156		Send .

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

Save the <u>full</u>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)

Importer: E01 Dealer: 01000 Order:	Vehicle id Engine:	entification	ne: SCEFN63W4DC085460 CMM 4.0L V8	BENTLEY
J217 - Read Measured V Display measured values	DISS 1	B	Process Service Process (C) (X) Select desired protocol type: Select desired protocol type:	Protocol *
The second second second	Address	ID	val O Long protocol	General
Display reasoned values	02	IDE07438	Adap Shert protocol count clutch Function test protocol	ja Print
	02	IDE07442	Adapy count clutch Self-diagnosis protocol	Diagnostic protocol
	02	IDE07446	Adap counti dat OK Cancel clutch	Э Сору
	02	IDE07450	Adaptauon counter, 4	Send ext
	02	IDE07454	Adaptation counter, clutch E	15 Not
<	4		Adantation	12 Adv
	<	\$ >	Help Cancel test	* E Ø
			A Execution of	(the test

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 1	50 TU (x2 Offboard Diagnostic Information System Service logs and road
	test to carry out Adaptions process)