

Technical product information

Topic	Door profile incorrect
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2046061/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Doors, closures -> Door lock striker plate	joining -> faulty rivet joint	front left
Body fixtures and fittings -> Doors, closures -> Door lock striker plate	joining -> faulty rivet joint	front right

New workshop code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Doors, closures -> Door lock striker plate -> threaded plate f. door lock striker plate	joining -> bolt / nut torque too low	front left
Body fixtures and fittings -> Doors, closures -> Door lock striker plate -> threaded plate f. door lock striker plate	joining -> bolt / nut torque too low	front right

Vehicle data

GT and GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39**	2012	E		*	*	*
39**	2013	E		*	*	*
39**	2014	E		*	*	*
39**	2015	E		*	*	*
39**	2016	E		*	*	*
39**	2017	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	***	**	*	*	*	076021	097155		
SCB	***	**	*	*	*	040000	999999		

Documents

Document name
master.xml

Door profile incorrect

Customer statement / workshop findings

Door profile poor / Door not closing fully

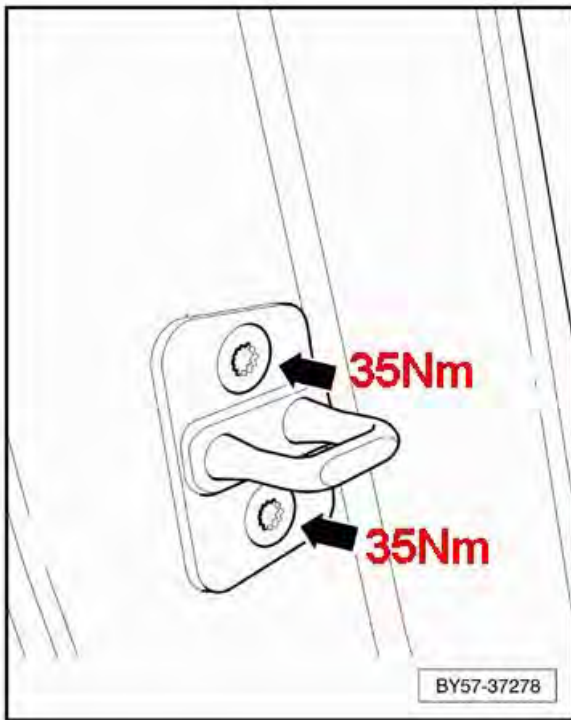
Technical background

Door profile can be compromised by door latch striker plate moving. Door latch striker plate can move when the fastener torque relaxes

Production change

Fastener torque increased to 35Nm on door latch striker plate fasteners

Measure



In the event of a door not fully closing and or poor door to body profile then check the remaining torque on the door latch striker plate fasteners. If the torque is less than 20Nm fit new fasteners, reset the door profile and then torque new fasteners to 35Nm.

If only one door is reported as affected and this TPI is subsequently applied then also replace the door latch striker fasteners on the opposite, unaffected, door and torque to 35Nm

Note: The door striker fasteners are single use always fit new fasteners when this TPI is applied

Warranty accounting instructions

Warranty Type 110 or 910
 Labour Operation Code 57 25 19 00
 Damage Service Number 57 25
 Damage Code 00 18
 Time 10 TU for each side

Parts information

Part number	Quantity	Description
N90798505	4	M8X 16.5 CSK Screw