

Technical product information

Topic	Vibration / humming at idle - engine mount leak
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2051340/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> engine refinement	noise, vibration -> hum	

New workshop code

Object of complaint	Complaint type	Position
engine -> housing, crankshaft -> solenoid valve for electrohydraulic engine mounting	functionality -> without function / defect	left
engine -> housing, crankshaft -> solenoid valve for electrohydraulic engine mounting	functionality -> without function / defect	right

Vehicle data

Bentayga W12 only

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Vehicle vibration / humming noise at idle

Technical background

Right hand Active Engine Mount (AEM) failed, oil may also be leaking from AEM. This failure mode is only seen on W12 engine installations and is only apparent at idle. If the issue is present when the vehicle is moving this TPI is not relevant. Humming vibration concerns that are noted when the vehicle is moving cannot be rectified by the application of this TPI.

Production change

Revised mounts developed

Measure



Figure 1 Active engine mount leaking oil

In the event of a failure / complaint as detailed then replace both AEM with service parts 36A199255 and 36A199256

Follow the workshop manual procedure, Rep.Gr.10 Engine mounts – To remove and fit

Ensure the basic settings procedure is run for the engine mounts once they have been fitted

Overview of Active engine mount Basic settings procedure

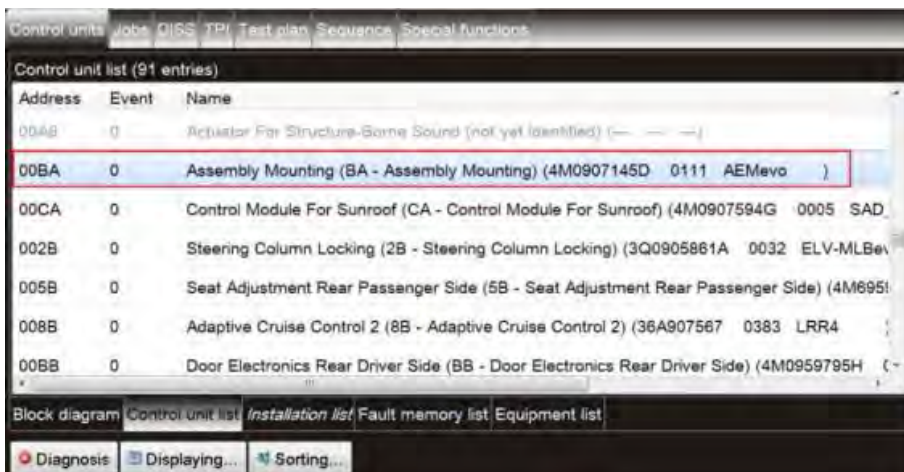


Figure 2

From *Control unit list* select Address 00BA



Figure 3
Select Guided functions within 00BA (see Figure 3)

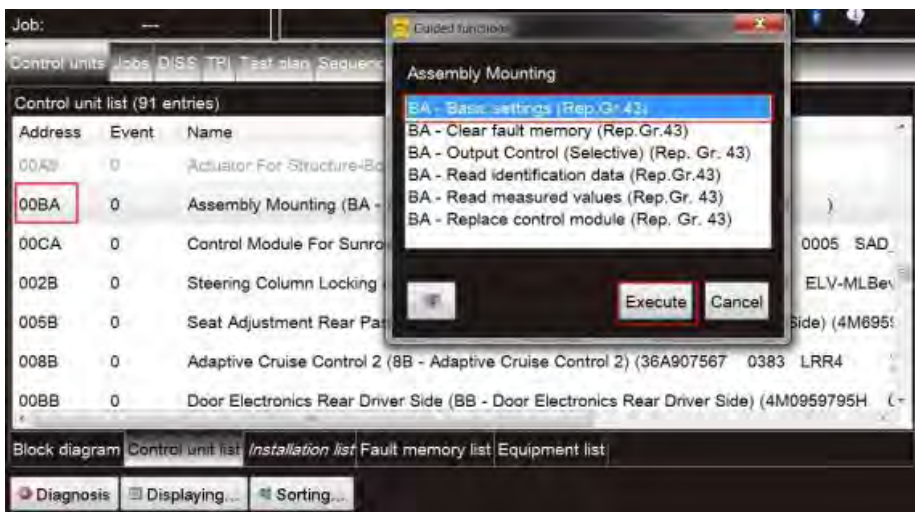


Figure 4
Select BA - Basic settings in Assembly Mounting (see Figure 4)



Figure 5
Follow screen prompts to complete engine mount assembly basic settings, Note: Engine mount resonance will be audible during this procedure (see Figure 5)

Parts information

Part number	Description	Quantity
36A199255	Active Engine Mount LH	1
36A199256	Active Engine Mount RH	1