

Field campaign

Topic	Tailgate hinge bolt (SC18/14)
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052498/2
Campaign number	EB11
Note	
Type	
US code	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	4V	*	*	C	011118	023694		
SJA	*	ZV	*	*	C	011118	023694		

Documents

Document name
master.xml

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Notes

▫ [Repair instructions](#)

Technical background

The tailgate hinge bolt to the body can experience torque relaxation

Remedy

On the affected vehicles the tailgate hinge bolt to the body must be replaced on **both** hinges

Customer notification

Customers do not need to be informed directly of this campaign. Please ensure that all affected vehicles are checked and repaired during a service visit. You should also inform your new and used Car Sales Departments so that the vehicles affected can be checked, and if necessary repaired immediately and not just prior to sale

Warranty

Warranty type	710 or 790
Labour operation code	55 66 42 00
Damage Service Number	EB11
Damage Code	00 66
Time	30TU
Criteria ID	01

Parts

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

Parts supply

Part Number	Description	Quantity
N 107 884 01	Bolt	2

Parts despatch control

Not applicable

Repair instructions

▫ [Notes](#)

Technical background

The tailgate hinge bolt to the body can experience torque relaxation

Check

If the vehicle is not already listed as repaired in 'Repair history' (in Elsa Pro) check the vehicle has the RED paint mark applied to the new bolts as shown in *Figure 3*. In the event that the campaign has not been applied, please carry out the required work in accordance with these instructions

Parts

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

Work

Replace the tailgate hinge bolt

Replace the affected bolt on **both** tailgate hinges

Remove the **Roof end trim panel**

Rep Gr. 70 → Roof trim → Headlining – To remove and refit → Roof end trim panel – Removal

Replace the highlighted old bolt (*Figure 1*) with the highlighted new bolt **N 107 884 01** (*Figure 2*) on **both** tailgate hinges

Tightening torque for new bolt:

20 Nm + 90°

□

The bolt must be tightened to 20Nm + 90° and no more

The bolt must be replaced if re-torque is required

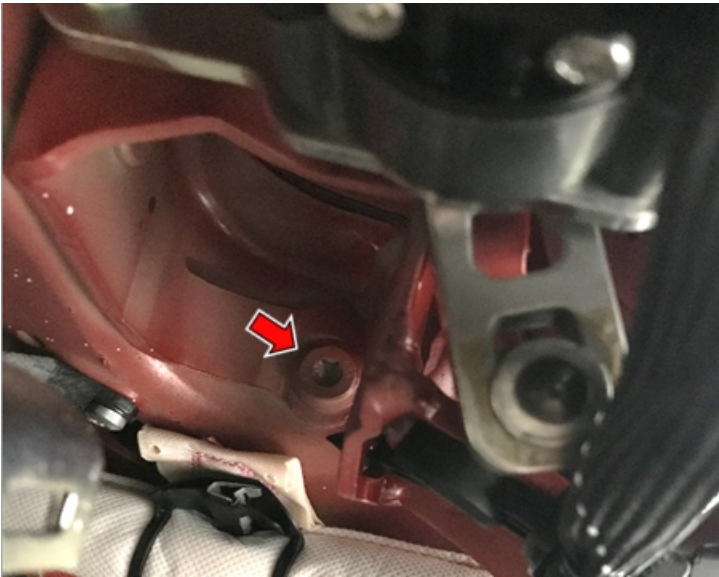


Figure 1

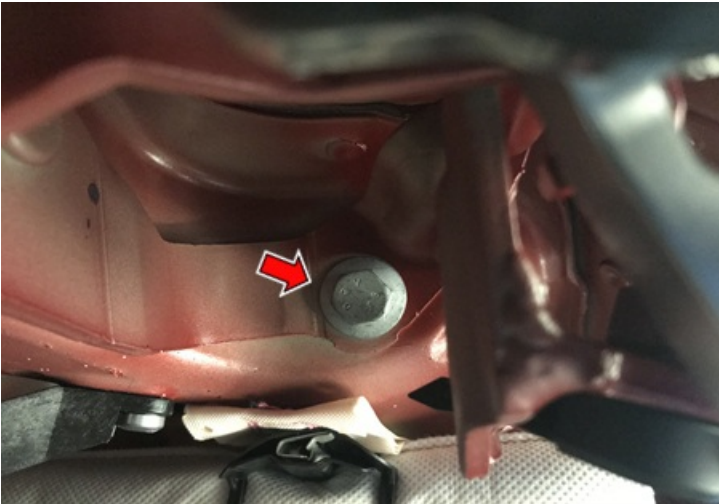


Figure 2

Identification

On completion apply a RED paint mark to each of the new bolts (Figure 3). The presence of the RED paint mark confirms campaign completion

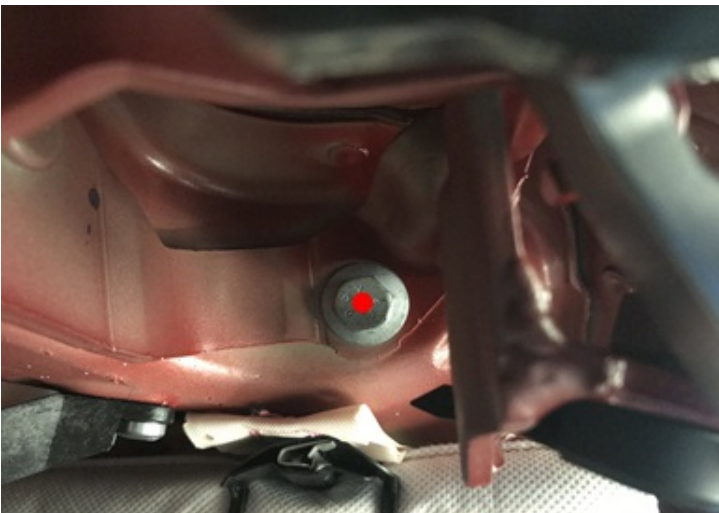


Figure 3

