

Technical product information

Topic	New Continental GT - New Continental GTC and Bentayga Driver/Passenger door power latch creak on close
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052394/9
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> doors	noise, vibration	
body fixtures and fittings -> door, closures operation	functionality	
body fixtures and fittings -> door, closures operation -> close door	noise, vibration -> noise	

New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> doors -> door power-latching motor	noise, vibration -> noise	right
body fixtures and fittings -> doors -> door power-latching motor	noise, vibration -> noise	left

Vehicle data

New Continental GT and New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Driver or Passenger door creak during the power latch "Close" function

Technical background

Application of grease to both ends of the power latch Bowden cable is required as per the instructions within the Measure section of this TPI

Production change

Currently under investigation

Measure

Ensure the fault is as described within the Customer statement, refer to the video on the Bentley Hub referencing TPI 2052394/-

- 1) Obtain a clear video recording of the issue (save the video as it may be required for analysis)
- 2) Remove the applicable front door trim - Refer to Repair manual Rep.Gr 70
 - Remove the front door inner closing panel -Rep.57
 - Remove the door latch -Rep.Gr57
- 3) Referring to Figure 1, Remove the rubber boot - Apply Dow Corning Molycote 33 extreme - Low temperature bearing grease to the inner cable
 - Refit the rubber boot

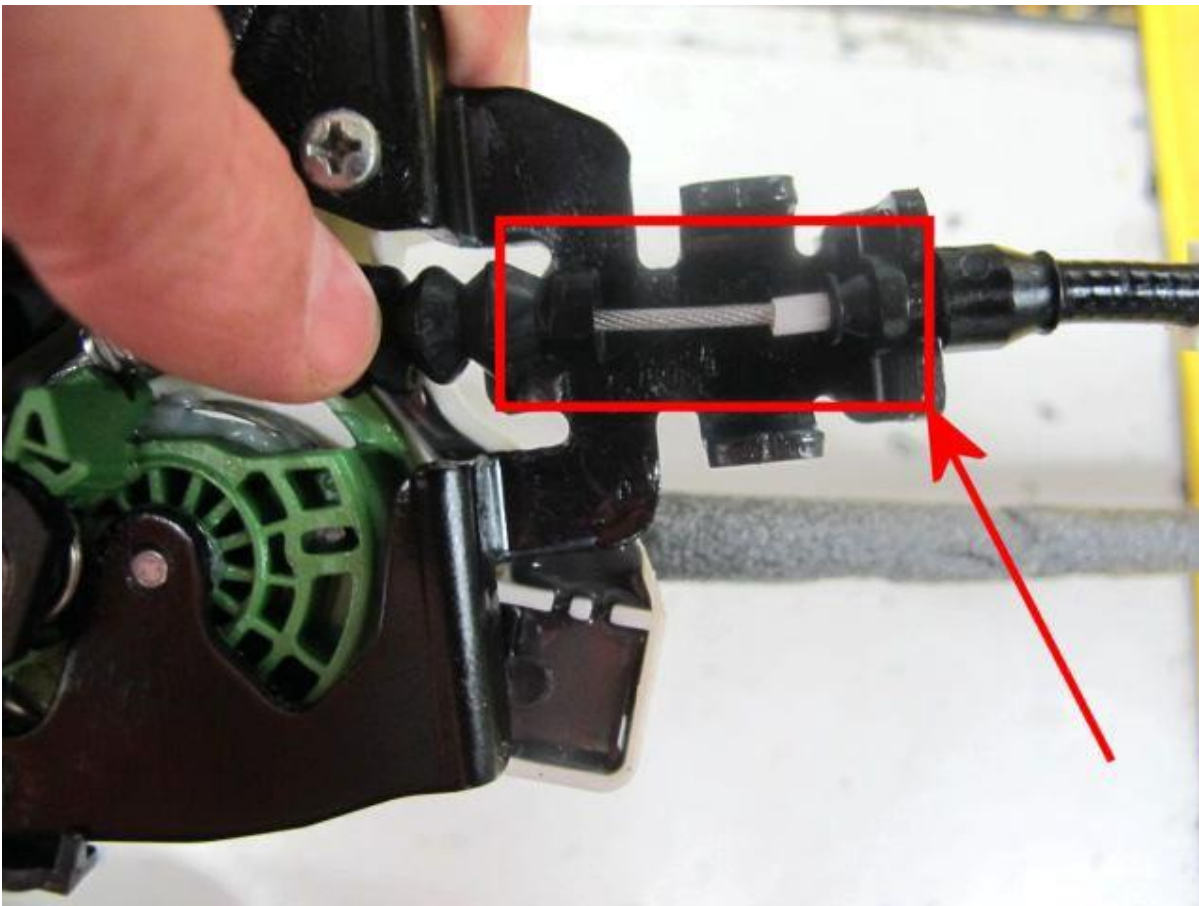


Figure 1

- 4) Open a Non technical/For information only DISS query - Attach a photo of the door latch label as shown in Figure 2

IMPORTANT: If a green paint dot is evident on the label, please ensure the dot is clearly visible within the photograph

- Should the green dot not be evident a photograph of the latch label is still required
- Attach the previously recorded video to the open query, the query can now be submitted

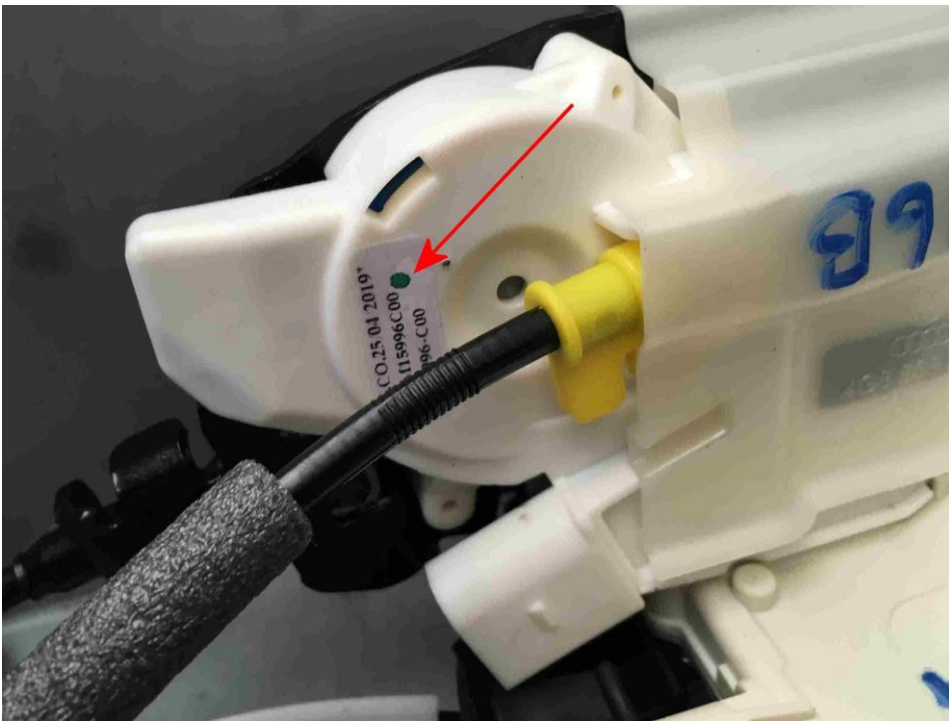


Figure 2

- Referring to Figure 3, Apply Dow Corning Molycote 33 extreme - Low temperature bearing grease to the power latch motor inner cable

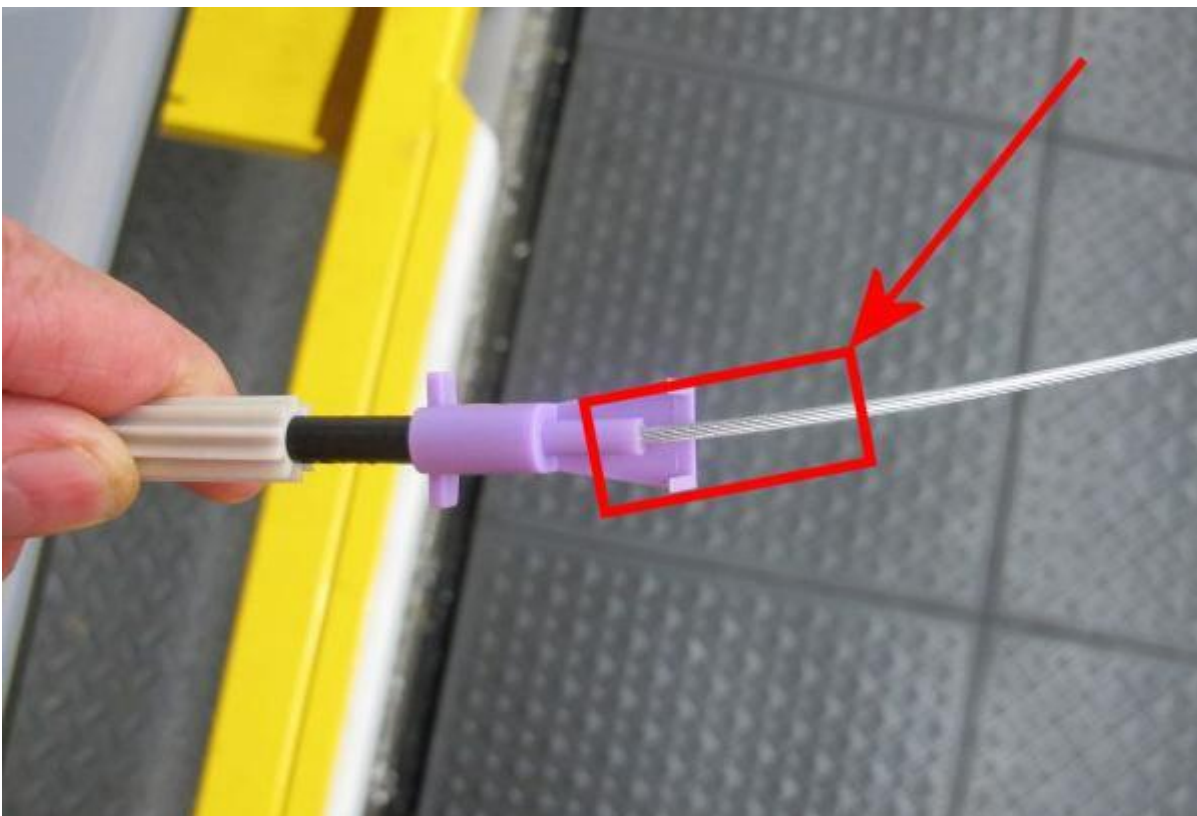


Figure 3

5. Refit the door latch - Refer to Repair manual Rep.Gr 57

- Refit the front door inner closing panel - Rep.57
- Refit the front door trim - Refer to Repair manual Rep.Gr 70

Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 5717

Damage Code 00 20

Labour

Labour operation code 57 17 41 00

Time 160 Time units

Parts information

Dow Corning Molycote 33 extreme low temperature bearing grease or exact equivalent specification

NOTE: The grease should be sourced locally