

# Technical product information

<b>Topic</b>	New Continental GT - New Continental GTC and Bentayga Driver/Passenger door power latch creak on close
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2052394/10
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## 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

Refer to the Measure section of this TPI

## Production change

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## 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) Replace the applicable door latch - Refer to Rep.Gr 57
  - 4) Open a Non technical/For information only DISS query - Attach a photo of the door latch label as shown in Figure 1
- 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

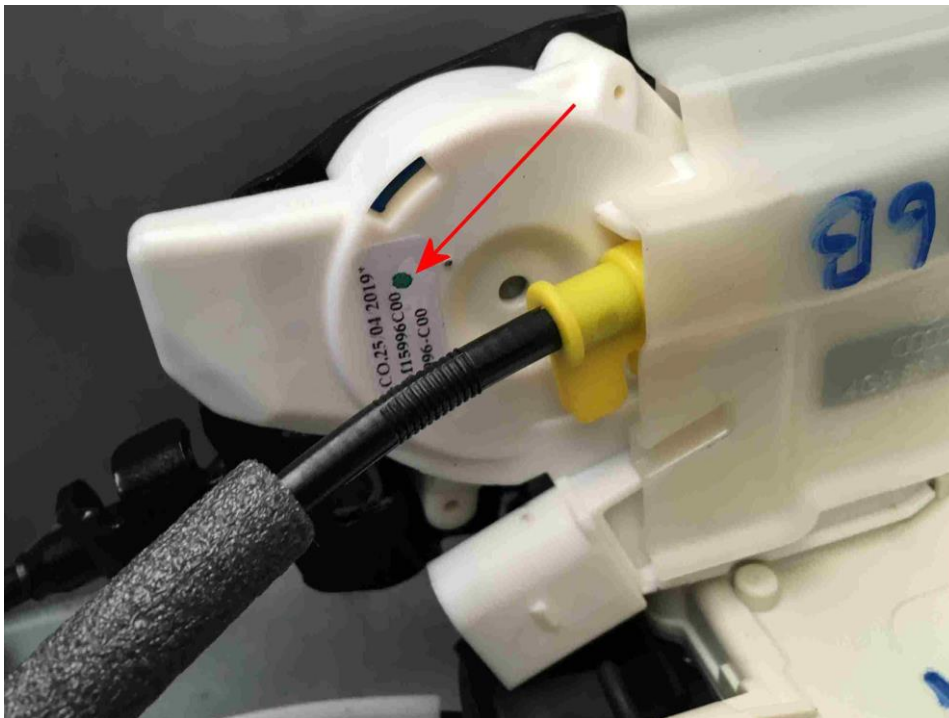


Figure 1

## Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 57 17

Damage Code 00 20

### Labour

#### New Continental GT and GTC

Labour operation code 57 17 19 00

Time 150 Time units

#### Bentayga

Labour operation code 57 17 19 00

Time 40 Time units

## Parts information

Refer to the ETKA parts catalogue