

Technical product information

Topic	Driver/Passenger door power latch creak on close
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052394/11
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/GTC - New Flying Spur and Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
ZG2*	2020	E		*	*	*

Documents

Document name
master.xml

Driver/Passenger door power latch creak on close

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 /-

NOTE: The video shown on the Bentley Hub is for reference purposes only, the symptom is the same regardless of vehicle type shown

- 1) Obtain clear video recordings of the affected latch *NOTE: Save the videos as they will be required later in the procedure*
- 2) Replace the faulty/creaking power latch drive unit - Refer to Rep.Gr57 (Front) or Rep.Gr58 (Rear)
- 3) Open a Non technical/For information only DISSquery
 - Attach the applicable videos to the open DISSquery
 - Submit the DISSquery

Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 57 17

Damage Code 00 20

New Continental GT and New Continental GTCLabour

Labour operation code 57 17 19 00

Time 150 Time units (one latch)

New Flying SpurLabour

Labour operation code 57 17 19 00

Time 80 Time units (one latch)

BentaygaLabour

Labour operation code 57 17 19 00

Time 40 Time units (one latch)

Parts information

Refer to the ETKA parts catalogue