

Technical product information

Topic	V8 Kovomo - Whining noise - Front of the engine at idle speed
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2063354/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> engine refinement	noise, vibration -> noise	
engine -> gear drive, chain drive, belt drives -> coolant pump pulley	noise, vibration -> noise	

Vehicle data

V8 Kovomo engine

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S32CB	2020	E		*	*	*
3S32CB	2021	E		*	*	*
3S42CB	2020	E		*	*	*
3S42CB	2021	E		*	*	*
4V14D9	2019	E		*	*	*
4V14D9	2020	E		*	*	*
4V14D9	2021	E		*	*	*
ZG22CB	2021	E		*	*	*

Documents

Document name
master.xml

V8Kovomo-Whiningnoise-Frontoftheengineatidlespeed

Customer statement / workshop findings

Customer statement:

Erratic whining noises from the front of the engine at idle speed.

Workshop findings:

The irregular knocking noises can be assigned to the front of the engine. There are no further complaints (such as poor engine or engine cooling system performance, event entries, etc.)

Technical background

Refer to the video on the Bentley hub referencing TPI 2063354/-

In the event the whining noise is as within the video, please refer to the Measure section of this TPI

Production change

Not applicable

Measure

1) Should the noise be clearly assigned to the front of the vehicle and the water pump is confirmed as the source of the noise - Replace the coolant pump as per the following Repair manual instructions:

- Coolant pump - Rep.Gr 19

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NOTE: Ensure any associated single use fasteners and seals as per Elsa Pro instruction are also replaced

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VERY IMPORTANT: Referring to Rep.Gr 44 ensure the following is also checked and adjusted where applicable

- Check and adjust wheel alignment
- Depending on which driver assist systems are fitted to the vehicle the operative MUST refer to the applicable Rep.Gr and ensure all applicable systems are calibrated/adjusted

Warranty accounting instructions

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IMPORTANT: Due to the numerous model types and driver assist specifications, the operative MUST refer to Elsa Pro - Labour operations for coolant pump replacement and wheel alignment/driver assist system calibration and adjustment

Parts information

Refer to the ETKA parts catalogue