

Technical product information

Topic	Driver/Passenger door latch creak on close
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052394/13
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	

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

Customer statement / workshop findings

Driver or Passenger door creak during the "Close" function

Technical background

Refer to the vehicle repair history to check and confirm any previous work done regarding door latch replacement noting the following:

- Only replace the door latch which is exhibiting the symptom

Figure 1 shows an example of the door latch

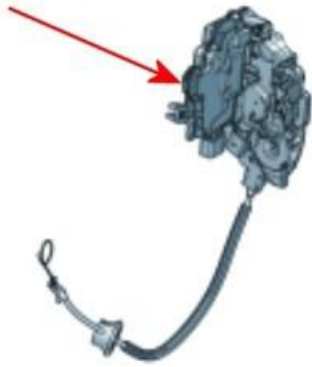


Figure 1

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 TPI2052394/-

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 video's clearly showing the date of manufacture or take a photograph of the manufacture date of each applicable power latch motor that is faulty. The operative MUST save each video and/or picture as they will be required later within this procedure

2) Replace the faulty/creaking latch - Refer to Rep.Gr 57 (Front) or Rep.Gr 58 (Rear)

3) Open a Non technical/For information only DISS query

- Attach the applicable videos/photo to the open DISS query (No evidence of the power latch date of manufacture will result in claim refusal)
- Submit the DISS query

Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 57 17

Damage Code 00 20

New Continental GT and New Continental GTC

Labour

Labour operation code 57 17 19 00

Time 150 Time units (one latch)

New Flying Spur

Labour

Labour operation code 57 17 19 00

Time 80 Time units (one latch)

Bentayga

Labour

Labour operation code 57 17 19 00

Time 40 Time units (one latch)

Parts information

Refer to the ETKA parts catalogue