

Technical product information

| | |
|------------------------|--|
| Topic | Driver/Passenger door/s creak on close |
| Market area | 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 Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05) |
| Brand | Bentley |
| Transaction No. | 2061582/5 |
| 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

Bentayga

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 4V1* | 2021 | E | | * | * | * |
| 4V1* | 2022 | E | | * | * | * |

Documents

| Document name |
|----------------------------|
| master.xml |

Customer statement / workshop findings

Driver and/or Passenger door creak during the "Close" function

Technical background

Ensure the fault is as described within the Customer statement, refer to the *video on the Bentley Hub* referencing TPI2061582/-

In the event the symptom is as shown the instructions within the Measure section should be followed

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

Production change

Refer to the Measure section

Measure

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21 Model year vehicles

Refer to the vehicle repair history to check/confirm if any previous work which has been conducted regarding door latch replacement (Figure 1)

In the event the door latch date of manufacture is unknown (No notes within the vehicle repair history) the date of manufacture of each door latch must be confirmed

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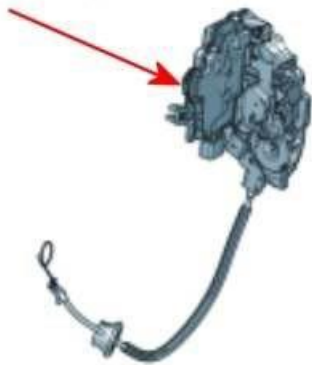


Figure 1

VERY IMPORTANT: All 22 M/Y vehicles are fitted with the latest specification parts therefore the requirement to confirm the manufacturing date of the latch as detailed in steps 1 and 2 is not required, in this scenario the faulty door latch should be replaced

- 1) Referring to the applicable Rep.Gr - Remove the front and rear door trims
- 2) Referring to Figure 2 - Check the date of manufacture in the location shown

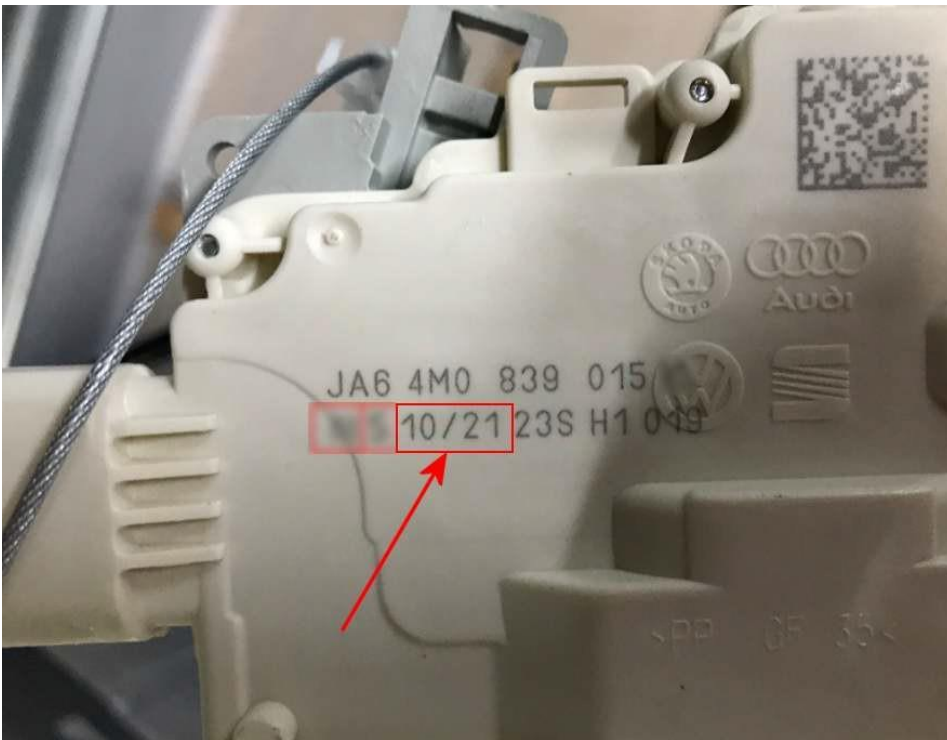


Figure 2

[Latch manufacturing date code prior to 10/21](#)

- Referring to the applicable Repair Group - Replace all latch motors to latest specification

[Latch manufacturing date code post 10/21 or 22 Model year](#)

- Referring to the applicable Repair Group - Replace the faulty door latch only

VERY IMPORTANT: To assist in any future complaints the retailer should make a record on the vehicles repair history regarding door latch replacement and door latch manufacturing dates

[Warranty accounting instructions](#)

Time to replace x1 door latch/latches (Manufactured before 10/21)

Warranty Type 110 or 910
 Damage Service Number 57 17
 Damage Code 00 20

[Bentayga](#)

Labour

Labour operation code 57 17 1900
 Time 40 Time units (Submit x4 claims in the event that all four latches were manufactured prior to 10/21)

[New Continental GT and New Continental GTC](#)

Labour

Labour operation code 57 17 1900
 Time 150 Time units (Submit x2 claims in the event that both latches were manufactured prior to 10/21)

[New Flying Spur](#)

Labour

Labour operation code 57 17 1900
 Time 80 Time units (Submit x4 claims in the event that all four latches were manufactured prior to 10/21)

[Parts information](#)

Refer to the ETKA parts catalogue

All latches provided are latest specification parts (post 10/21)