

Technical product information

Topic	Bentayga Hybrid - HVAC compressor noise
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2063725/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
electrical power, electric system, data transfer -> battery management -> charging high-voltage battery	noise, vibration -> noise	
air conditioning -> heating, cooling -> A/C unit cooling capacity -> A/C compressor control	functionality -> without function / defect	
air conditioning -> operation, air conditioning control	noise, vibration	

Vehicle data

Bentayga - Hybrid

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14F9	2019	E		*	*	*
4V14F9	2020	E		*	*	*
4V14F9	2021	E		*	*	*
4V14F9	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

High frequency noise audible from inside the cabin and/or when standing at the front of the vehicle, the noise is mainly evident whilst operating in hot ambient temperatures

The noise increases with compressor speed and interior fan demand

Technical background

Upon receipt of a customer complaint for excessive HVAC compressor noise, Refer to the video on the Bentley Hub referencing TPI 2063725/-

If the noise is as shown within the video, the customer should be advised that this is normal and does not represent a failure or malfunction on the vehicle

Ensure customers of Hybrid vehicles are aware of the following:

- The HVAC compressor is isolated to the High voltage system and is not controlled by the engine or engine speed
- In conditions of high ambient temperature, the operation of the compressor can be audible
- This is a known characteristic of this compressor and does not signify a fault

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Any other noise or fault which is not as described should be reported via an open DISS query

The operative should wait for a response from Product Support before conducting any further work

Production change

Not applicable

Measure

Not applicable