

## Technical product information

<b>Topic</b>	Front door clash condition with the rear door brightware (left and/or right hand side)
<b>Market area</b>	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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2068064/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation	dimensional accuracy	

## Vehicle data

### Bentayga and Bentayga EWB

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
ZV1*	2023	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>

### Customer statement / workshop findings

The front door inner panel hem is clashing with the rear door lower brightware (Figure 1) during the closing operation of the front door



Figure 1

The clash condition can occur on the left and/or right hand side, for photographic purposes the repair is shown on the left hand side

### Technical background

The issue is evident due to a clash condition between the front door inner panel hem (Figure 2) and the rear door lower brightware (Figure 3)



Figure 2



Figure 3

▪  
In the event the issue is as described

Or

The complaint matches the video within the Bentley Hub - Reference TPI 2068064/- the operative should conduct the instructions within the Measure section of this TPI

TIP: The operative should not attempt to adjust the gap and profile of the front and/or rear door to attempt to rectify the clash condition, for this issue only the operative should conduct the instructions within the Measure section of this TPI

### Production change

Currently under investigation

### Measure

▪  
VERY IMPORTANT: The following repair work MUST only be conducted by suitably qualified personal

- Ensure the interior and exterior of the vehicle is suitably protected

- Ensure suitable PPE is worn at all times

1) With extreme care - Use a suitable "smooth cut hand file" to remove the raised inner door panel hem edge, until the hem edge is as shown in Figure 4



Figure 4

2) Once the protruding hem edge has been suitably reduced, close the front door to confirm the issue is resolved (No clash condition evident between the front door inner panel hem and the rear door lower brightware)

3) Conduct a paint repair to the applicable area ensuring all approved paint repair guidelines are strictly followed to eliminate the risk of any paint and/or corrosion related issues

4) Referring to Rep.Gr 66 - Replace the rear door lower brightware

NOTE: Within the procedure to replace the rear door lower brightware (Rep.Gr 66) there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure

**Warranty accounting instructions**

Warranty Type            110 or 910

Damage Service Number   57 51

Damage Code            00 12

Time to conduct the front door hem repair

Labour

Labour Operation Code   57 51 49 00            (Use 99 index until 10/11/22)

Time                        20 TU

Paint preparation time

Labour

Labour Operation Code 51017195

Time 30 TU

Paint repair to the front door hem

Labour

Labour Operation Code 57 51 79 05 (Use 99 index until 10/11/22)

Time 30 TU

Time to replace the rear door lower brightware (x1)

Labour

Labour Operation Code 70 73 19 00

Time 20 TU's

Time to replace the rear door lower brightware (x2)

Labour

Labour Operation Code 70732000

Time 40 TU's

### Parts information

Refer to the ETKA parts catalogue

- Rear door lower brightware (x1)
- Door lower moulding clips (As required)