

Technical product information

Topic	Driver/Passenger door/s creak on close - Bentayga
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.	2061582/6
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*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Driver and/or Passenger door creak during the "Power 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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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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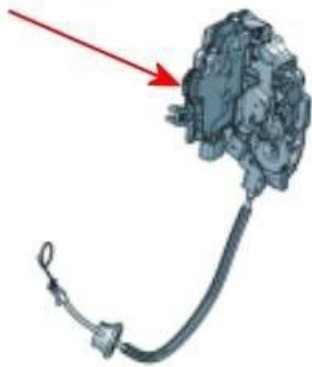


Figure 1

- 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

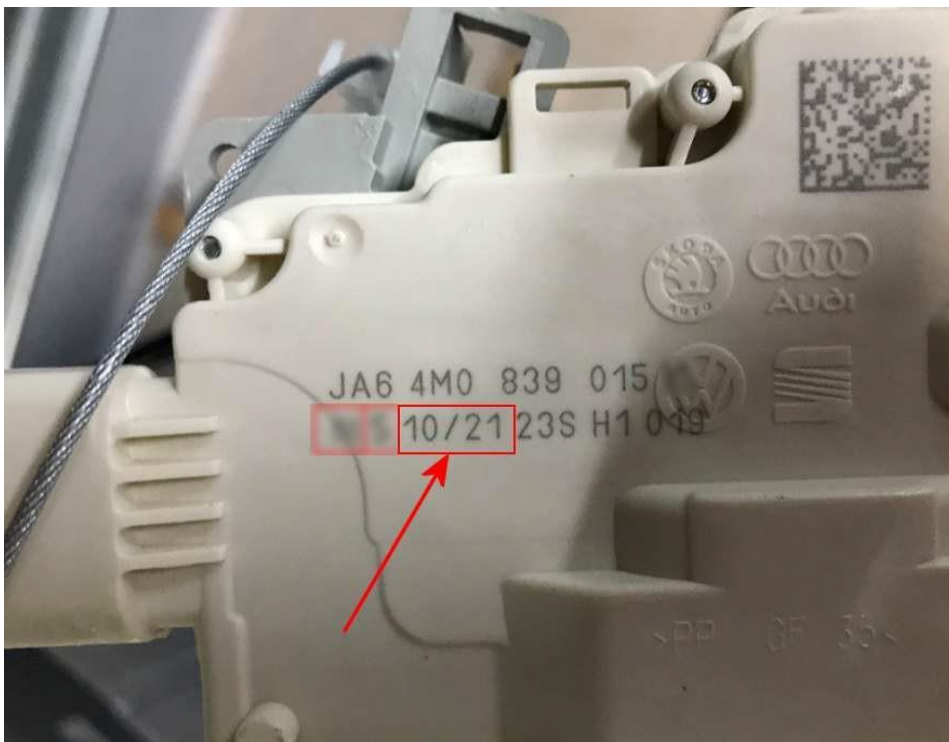


Figure 2

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

- Referring to the applicable Repair Group - Replace all latch motors to latest specification
- Before returning the vehicle to the customer the operative should confirm the issue is no longer evident - Open and close all doors (x10) times (Using the power close function) to confirm the issue is no longer evident NOTE: Please ensure the open/close test is replicated in the same circumstances as when the customer experiences the issue For example - Car parked in direct sunlight

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

- To confirm which door creaks during the "Power close" function/operation – Open and close all doors (x10) times (Using the power close function)
- Conduct the remaining instructions to the applicable door latch motors which are exhibiting creak during the "Power close" function/operation
- Referring to the applicable Repair Group - Replace the affected door latch/latches
- Before returning the vehicle to the customer the operative should confirm the issue is no longer evident - Open and close all doors (x10) times (Using the power close function) to confirm the issue is no longer evident NOTE: Please ensure the open/close test is replicated in the same circumstances as when the customer experiences the issue For example - Car parked in direct sunlight

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](#)

Warranty Type	110 or 910
Damage Service Number	57 17
Damage Code	00 20
<u>Time to replace x1 door latch motor (front)</u>	
Labour operation code	57 17 19 00
Time	40 Time units
<u>Time to replace x1 door latch motor (rear)</u>	
Labour operation code	58 17 19 50
Time	30 Time units

Parts information

Refer to the ETKA parts catalogue

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All latches provided are latest specification parts