

Technical product information

Topic	Wind noise from the lower A pillar (Rain deflector area)
Market area	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)
Brand	Bentley
Transaction No.	2069014/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body -> superstructure -> A-pillar	noise, vibration -> wind noise	right
body -> superstructure -> A-pillar	noise, vibration -> wind noise	left

Vehicle data

Bentayga Series

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
master.xml

Customer statement / workshop findings

- Wind noise from the lower A pillar (Rain deflector area)

Technical background

Profile deviation between the front wing and front wing mounting bracket can contribute to wind noise from the lower A pillar (Rain deflector area)



IMPORTANT: Before proceeding the operative must check to confirm the gap and profile of the front wing in relation to the A-post as shown in Figure 1 points 1 -2 - 3

HINT: Ensure the bonnet is fully closed prior to checking the gaps and profiles

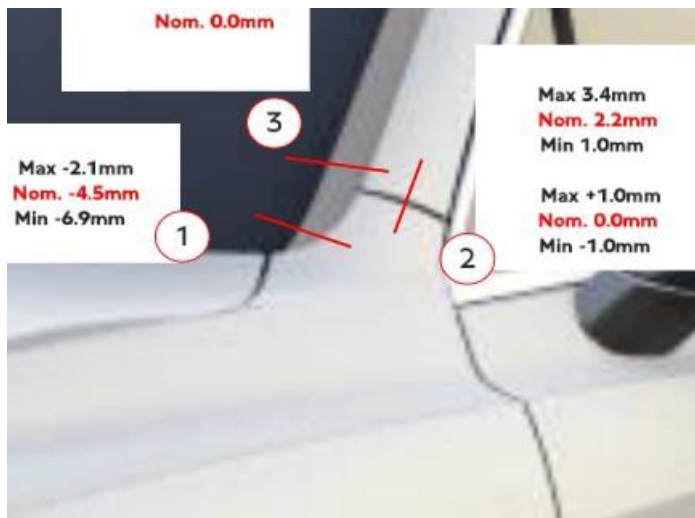


Figure 1

- In the event the issue is as described and the tolerances are not as shown within Figure 1, the operative should refer to the instructions within the Measure section

Production change

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Measure

1) Before proceeding the operative must confirm the following:

- The symptom is as described
- The gap and profile tolerances are not to specification as detailed within Figure 1

2) Once confirmed the operative should continue as follows:

- Referring to Rep.Gr 64 - Remove the applicable rain deflector to gain access to the **UPPER** front wing mounting bracket fixing (Figure 2)



Figure 2

WARNING

The operative **MUST** take extreme care when conducting the remaining steps in particular when fitting the nylon washers as damage to the front wing can easily be caused if care is not taken when fitting the nylon washers in between the front wing and front wing bracket

NOTE: Warranty payments will not be considered for any paint or panel damage to the front wing or front wing mounting bracket

In the event the issue is as described fit 0.5mm nylon Washer(s) between the front wing and front wing mounting bracket (maximum of x2 washers)

The washer(s) act as spacers to correct the twist within the front wing mounting bracket

NOTICE

x1 or in some cases x2 washers may be required per vehicle depending on the profile adjustment required

3) Referring to Figure 3 - Fit x1 nylon washer at the location shown between the front wing and front wing mounting bracket

- Refit the upper fixing (6 Nm)



Figure 3

4) Check to confirm the profile is as shown within Figure 1

NOTICE

In the event the required profile has not been achieved, the operative should repeat Step 3 and fit a second nylon washer (x2) washers fitted in total

5) Conduct a short road test (must not exceed 15 minutes) to confirm the issue is no longer evident

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 50 55

Damage code 00 11

Time to adjust the profile using nylon washers (One side only)

Labour operation code 50 55 05 00

Time 10 TU

Includes rain deflector remove and refit

Time to adjust the profile using nylon washers (Both sides)

Labour operation code 50 55 05 01

Time 20 TU

Includes rain deflector remove and refit

Road test

Labour operation code 01 21 00 00

Time 50 TU

Parts information

36A 857 783 - Nylon washer (maximum x2 per side)