

Technical product information

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| Topic | Bentayga - 1.2KHz - 1.4KHz rear brake squeal |
| Market area | Bentley: worldwide (2WBE) |
| Brand | Bentley |
| Transaction No. | 2046299/17 |
| Level | EH |
| Status | Approval |
| Release date | |

New customer code

| Object of complaint | Complaint type | Position |
|--|---------------------------|----------|
| running gear -> brakes, brake control -> service brake | noise, vibration -> noise | |

New workshop code

| Object of complaint | Complaint type | Position |
|---|---------------------------|------------|
| running gear -> brake system -> brake pads (disc brake) | noise, vibration -> noise | rear right |
| running gear -> brake system -> brake pads (disc brake) | noise, vibration -> noise | rear left |

Vehicle data

Bentayga series

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 | | * | * | * |
| 4V1* | 2022 | E | | * | * | * |
| 4V1* | 2023 | E | | * | * | * |
| ZV1* | 2023 | E | | * | * | * |

Documents

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

Bentayga - 1.2KHz - 1.4KHz rear brake squeal

Customer statement / workshop findings

Squeal from the rear of the vehicle at low speed while braking

Technical background

While braking at low speed, a vibration of 1.2 to 1.4 KHz can be produced by the friction between the rear brake pad and disc resulting in a complaint of brake noise from the customer

Production change

In the event the issue is evident post the following VIN's please raise a DISS query and await feedback before conducting any further work

Bentayga standard wheel base

Black Calliper - SJAA514VXPC018789

Red Calliper - SJAAT2ZV6PC018986

Bentayga extended wheel base

Black Calliper - SJAH514V0PC018914

Red Calliper - SJAHT2ZV2PC019003

Measure

- 1) Follow the 'Brake noise identification' **TPI 2052785 - IMPORTANT:** For frequency analysis the noise recording equipment Bentley Motors recommends is the Chassis ear tool **WT 10437**
- 2) If the sound recording produces a frequency of 1.2-1.4KHz - Remove the rear brake pads as per Repair manual Rep.Gr 46 - Rear Brake Pads - To Remove and Fit and check the actual condition of the brake pads - If the brake pads are to be refitted it will be necessary to make note of the position of the pads for installation purposes

CAUTION: The performance of the car will be affected if the brake pads are installed in the incorrect position



IMPORTANT: Prior to ordering the shim set for the rear brake pads, please ensure all required information is attached to a new or existing DISS query including photographs of each individual brake pad and supporting evidence that the rear brake noise frequency is between 1.2 and 1.4KHz

- Fit the shim set **36A 698 219** to the rear brake pads (the kit consists of one shim per pad)

NOTE: G052 560 A2 "Vary Bond Regular Grade Grease"(100 gram tube) is also required to be used in conjunction with the shims



VERY IMPORTANT: The application of the grease **MUST** be exactly as shown/detailed, Ensuring the exact amount of grease is applied to the locations shown

NOTE: *Warranty payments for repeat repairs will not be considered if the grease is deemed to have not been applied correctly*



If new brake pads are required, photographic evidence of the pad thicknesses and the back plate of the pads must be supplied through a DISS technical query.

IMPORTANT: The following instructions regarding grease application must also be followed regardless if the brake pads are to be replaced or renewed

3) Carefully clean the back plate of the pad using a suitable brake cleaner **IMPORTANT:** Take care not to damage the rubber on the bonded shim **NOTE:** In the event that the rubber is damaged from contact with the piston and there are loose rubber parts, it would be advised to fit new brake pads.

4) The next step is to install one shim from the shim kit **36A 698 219** to each rear brake pad, ensuring that when fitted the new shim is seated flat against the brake pad bonded shim

5) Referring to Figure 1 - Apply 6 dots of grease (< 1.0g in total) to the inside face of the clip on shim



Figure 1

- Referring to Figure 2 – Using a suitable spatula spread the grease to an even layer condition



Figure 2

6) Assemble the clip-on shim onto the pad - Squeeze together firmly to remove any excess grease which comes out from between the new shim and the brake pad bonded shim **NOTE:** Ensure the new shim is seated flat against the brake pad bonded shim

- Referring to Figures 3 and 4 Clean the pad abutments & the spring clips, then apply a small dot of grease to them



Figure 3



Figure 4

7) Clean the pad abutment faces on the calliper carrier – scrape off any dirt and brake dust which has accumulated, then use a suitable brake cleaner

8) Wipe the face of the piston to remove any brake dust or dirt.

- Refit the rear brake pads as per Rep.Gr 46 - Rear Brake Pads - To Remove and Fit, taking care not to dis-lodge the grease/shims before the pads are in position.

9) Carry out a road test

10) On return to the workshop, visually check for any excess grease which may have come out from between the two shims and remove with suitable cleaner.

Warranty accounting instructions

4 Brake pads - Repaired

Warranty Type 110 or 910

Damage Service Number 46 38

Damage Code 00 20

Labour

Labour Operation Code 46 38 42 50

Time 20 Time units

4 Brake pads - Rear - Removed and Refitted

Labour

Labour Operation Code 46 38 20 50

Time 50 Time units

2 Wheels Removed and Refitted

Labour

Labour Operation Code 44 05 20 00

Time 10 Time units

Frequency diagnosis and road tests (prior and post rework)

Labour

Labour Operation Code 47 01 01 00

Time 130 Time units (includes x2 road tests prior and post rework)

Parts information

| Part number | Description | Quantity |
|--------------|------------------------------|-----------------------|
| 36A 698 219 | Shim set for rear brake pads | 1 (see Notes below) |
| G 052 560 A2 | Vary Bond grease | 1 = 1 x 100 gram tube |



Do not order x1 tube of grease for each individual vehicle as the grease must be used on multiple vehicles NOTE: x1 tube of grease should be sufficient for up to 15 vehicles



Should (x1) of 36A 698 219 be ordered the retailer will receive (x4) shims as they are provided in multiples of (4)

The retailer **MUST** claim for the total amount of shims received,

For example: If (x1) shims are ordered, the retailer will receive (4) shims. Therefore, the retailer must claim for (4)

Please note: The shims are reusable and can be transferred over to new brake pads when required

Tip: Before transferring the shims over to new brake pads, the shims must be cleaned and inspected to confirm there are no issues before fitment.

The operative must ensure the grease application process as detailed within the Measure section is followed



IMPORTANT: Prior to ordering the shim set for the rear brake pads, please ensure all required information is attached to a new or existing DISS query including photographs of each individual brake pad and supporting evidence that the rear brake noise frequency is between 1.2 and 1.4KHz