

Technical product information

Topic	Key blade can be difficult to remove from key fob.
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2051776/5
Level	EH
Status	Released for publishing
Release date	29-Sep-2023

New customer code

Object of complaint	Complaint type	Position
access control, driving authorisation, antitheft protection -> locking -> emergency key	component / consumables -> cracked/broken	

Vehicle data

All models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2017	E		*	*	*
*	2018	E		*	*	*
*	2019	E		*	*	*
*	2020	E		*	*	*
*	2021	E		*	*	*
*	2022	E		*	*	*
*	2023	E		*	*	*

Documents

Document name
master.xml

Technical product information

Key blade can be difficult to remove from key fob.

Transaction No.: 2051776/5

Release date: 29-Sep-2023

Customer statement / workshop findings

Customer statement:

Key blade can be difficult to remove from key fob.

Technical background

Deviations in the key blade and key fob assembly could make it difficult to remove the key blade.

Production change

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Measure

This concern is currently under investigation within the factory.

Postpone repairs-please do not replace the key or key blade.

A groundless parts replacement under warranty will be redebited.

This TPI will be updated as soon as more information is available.