

Technical product information

Topic	Creaking noise from the rear seat cushion edge/rear seat side valance
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.	2069561/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
whole vehicle -> assemblies -> seat assembly, 2nd row	noise, vibration -> creak	

Vehicle data

Bentayga Series - 4 seat configuration only

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Documents

Document name
master.xml

Creaking noise from the rear seat cushion edge/rear seat side valance

Customer statement / workshop findings

Creaking noise from the rear seat cushion edge/rear seat side valance

! NOTICE

The issue described and repair method only applies to vehicles specified with 4 seats

Technical background

Referring to Figure 1 - When pressure is applied to the points shown, a creaking noise can be heard from the rear seat cushion edge/rear seat side valance



Figure 1

The creaking noise is caused by contact between the side valance pins and the seat frame

In the event the issue is as described, the operative should refer to the instructions within the Measure section of this TPI

Production change

Under investigation

Measure

- 1) Referring to Rep.Gr 72 - Remove the applicable rear seat side valance
- 2) Referring to Figure 2 - Apply anti creak tape to the (x5) points shown



Figure 2

3) Referring to Figure 3 - Apply anti creak tape to the (x3) points shown

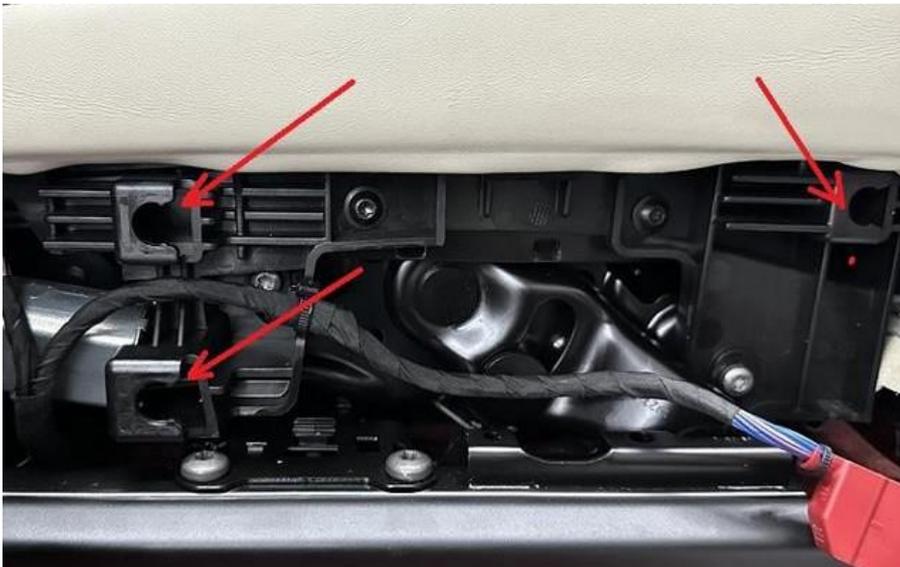


Figure 3

4) Referring to Figure 4 - Slacken the (x1) fixing shown

- Torque tighten the fixing to 5Nm

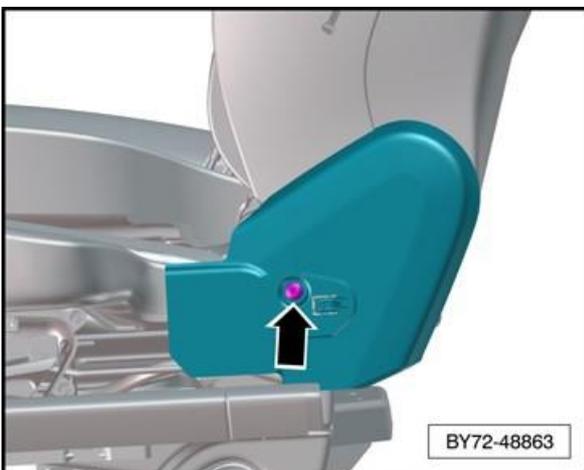


Figure 4

- 5) Referring to Rep.Gr 72 - Refit the side valance
- 6) Check to confirm the issue is no longer evident
- 7) Check to confirm if the issue is evident on the opposing side

Yes - Repeat steps 1 - 6 on the opposing side

No - Further action is not required

Warranty accounting instructions

Time to conduct steps 1 to 6 on (x1) seat

Warranty type 110 or 910

Damage service number 72 48

Damage code 00 20

Labour

Labour operation code 72 16 41 99

Time 30 TU

NOTE: Submit x2 warranty claims in the event the repair was conducted on the left and right hand side

Parts information

Anti creak tape - Source locally