

Technical product information

Topic	Front seat adjustment switch broken / damaged - Warranty exclusion for damaged / broken parts
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 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.	2072330/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> operation and control, seats, seatbench, armrests, 1st row -> electrical seat adjustment, 1st row	functionality -> without function / defect	
body fixtures and fittings -> operation and control, seats, seatbench, armrests, 1st row	functionality	
body fixtures and fittings -> operation and control, seats, seatbench, armrests, 1st row	component / consumables	

Vehicle data

New Continental GT / GTC and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Front seat adjustment switch is broken / damaged

Technical background

NOTICE

Figures 1 and 2 show examples of damage to the front seat cushion switch and leg support cushion adjustment switch

However

Damage may also be evident on one or a combination of the following switches:

- Backrest
- Head restraint
- Lumber support
- Back massage
- Bolster switches

Referring to Figure 1 - The seat cushion switch is out of position



Figure 1

Referring to Figure 2 - The leg support cushion switch is broken (Point A)

Damage is also evident on the switch pack outer cover (Point B) due to excess force being applied to the switch



Figure 2

Testing performed by Bentley Motors confirms that circa 250N of force is required to break the switches described, therefore any claims for broken seat switches under warranty will be rejected

Production change

Not applicable

Measure

Refer to the Technical background and Warranty instruction sections of this TPI

Warranty accounting instructions

Testing performed by Bentley Motors confirms that circa 250N of force is required to break the switches described, therefore any claims for broken seat switches under warranty will be rejected