

Technical product information

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|------------------------|---|
| Topic | Rattle / vibration noise from the dashboard (Drivers side) - Head Up Display (HUD) trim panel |
| Market area | Bentley: worldwide (2WBE), China 796 VW Import Comp. Ltd (Vico), Beijing (6796) |
| Brand | Bentley |
| Transaction No. | 2075164/1 |
| Level | EH |
| Status | Approval |
| Release date | |

New customer code

| Object of complaint | Complaint type | Position |
|--|----------------------------|----------|
| body fixtures and fittings -> dash panel, centre console -> dash panel body -> dash panel moulding | noise, vibration -> rattle | |
| body fixtures and fittings -> trim, covers, floor cover -> cover for Head-up Display | noise, vibration -> noise | |

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 | | * | * | * |
| 4V1* | 2024 | E | | * | * | * |
| ZV1* | 2023 | E | | * | * | * |
| ZV1* | 2024 | E | | * | * | * |

Documents

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

Customer statement / workshop findings

Rattle / vibration noise from the dashboard (Drivers side) - Head Up Display (HUD) trim panel (Figure 1)



Figure 1

Technical background

The HUD trim panel is constructed from two individual mouldings which are heat staked (plastic welded) together, in the event the plastic welds become detached the symptom described may be evident, please refer to the instructions within the Measure section should the symptom be as described

Production change

Under investigation

Measure

NOTICE
 Before the onward instructions are conducted it is highly recommended to apply protection to the upper dashboard panel - Steering wheel or windscreen. Warranty claims will not be approved for any trim damage to the upper dashboard panel - Steering wheel or windscreen

1) Referring to Rep.Gr 70 - Remove the HUD trim panel

NOTICE
 Before conducting step 2 the operative must be aware of the following advice:

- Follow the manufacturer’s adhesive application instructions
- Ensure the surfaces which are to be adhered are clean / free from debris
- Follow the manufacturer’s curing / drying time guidelines

2) Referring to Figure 2 - Apply 2 part epoxy as detailed below:



Should the trim be detached at (x1) or (x2) location points, the operative **MUST** apply adhesive at the (x3) location points shown in Figure 2 (regardless if detached or not) this is to ensure all points are suitably adhered



Figure 2

3) Refit the HUD trim panel

4) Conduct a short road to confirm the issue is resolved

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 70 20

Damage code 00 20

Time to repair the HUD trim

Labour Operation Code 68 06 49 00 (Use 99 index until 24/10/24)

Time 50 TU

Road test

Labour Operation Code 01 21 00 01

Time 30 TU

Parts information

2 part epoxy adhesive - Source locally