

Technical product information

Topic	Front door clash condition with the rear door brightware or clash between the front and rear door brightware
Market area	Bentley: worldwide (2WBE),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2068064/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation	dimensional accuracy	

Vehicle data

Bentayga and Bentayga EWB

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

The front door inner panel hem is clashing with the rear door lower brightware (Figure 1) during the closing operation of the front door

Or

The rear door lower brightware is clashing with the front door brightware (Figure 2)



Figure 1



Figure 2



The clash condition can occur on the left and/or right hand side

Technical background

[Revision history - Version 2](#)

Model year applicability extended

NOTICE

The operative should refer to the applicable Repair method depending on the scenario as follows

[Scenario 1 - Front door inner panel hem is clashing with the rear door lower brightware during the closing operation of the front door](#)

The issue is evident due to a clash condition between the front door inner panel hem (Figure 3) and the rear door lower brightware (Figure 4)



Figure 3



Figure 4



In the event the issue is as described

Or

The complaint matches the video within the Bentley Hub - Reference TPI 2068064/- the operative should conduct the instructions within the Measure section of this TPI (Scenario 1)

TIP: The operative should not attempt to adjust the gap and profile of the front and/or rear door to attempt to rectify the clash condition, for this issue only the operative should conduct the instructions within the Measure section of this TPI

Scenario 2 - The rear door lower brightware is clashing with the front door lower brightware

In the event the rear door lower brightware is clashing with the front door lower brightware as shown in Figure 2 the operative should conduct the instructions within the Measure section for (Scenario 2)

Production change

Currently under investigation

Measure

Scenario 1 - Front door inner panel hem is clashing with the rear door lower brightware during the closing operation of the front door

- Ensure the interior and exterior of the vehicle is suitably protected
- Ensure suitable PPE is worn at all times

1) With extreme care - Use a suitable "smooth cut hand file" to remove the raised inner door panel hem edge, until the hem edge is as shown in Figure 5



Figure 5

2) Once the protruding hem edge has been suitably reduced, close the front door to confirm the issue is resolved (No clash condition evident between the front door inner panel hem and the rear door lower brightware)

3) Conduct a paint repair to the applicable area ensuring all approved paint repair guidelines are strictly followed to eliminate the risk of any paint and/or corrosion related issues

4) Referring to Rep.Gr 66 - Replace the rear door lower brightware



NOTE: Within the procedure to replace the rear door lower brightware (Rep.Gr 66) there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure

Scenario 2 - The rear door lower brightware is clashing with the front door lower brightware

In the event the issue is as described and the clash condition is between the rear door lower brightware and the front door lower brightware the operative must refer to the instructions within Rep.Gr 66 - Door lower brightware – To remove and fit ensuring the following before refitting:

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- If you are re-using the old part, replace the adhesive strips with "3M automotive acrylic tape" or similar, locally sourced
 - Clean the bonding surface of the door with Cleaning solution 3M VHB before refitting the lower brightware

Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 57 51

Damage Code 00 12

Time to conduct the front door hem repair

Labour

Labour Operation Code 57 51 49 00

Time 20 TU

Paint preparation time

Labour

Labour Operation Code 51 01 71 95

Time 30 TU

Paint repair to the front door hem

Labour

Labour Operation Code 57 51 79 05

Time 30 TU

Time to replace the rear door lower brightware (x1)

Labour

Labour Operation Code 70 73 19 00

Time 20 TU's

Time to replace the rear door lower brightware (x2)

Labour

Labour Operation Code 70 73 20 00

Time 40 TU's

Parts information

Refer to the ETKA parts catalogue

- Rear door lower brightware (x1)
- Door lower moulding clips (As required)