

Technical Service Bulletin

Topic	Left and right hand rear seat (2nd row) malfunction Bentayga EWB 23MY - 25MY
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.	2070544/3
Level	EH
Status	Released for publishing
Release date	Apr 7, 2025

New customer code

Object of complaint	Complaint type	Position
entire vehicle -> assemblies -> seat assembly, 2nd row	noises, vibrations -> crunching/groaning/crackling	
body attachments and installations -> seats, seat bench, arm rests, 2nd row	functionality	

Vehicle data

Extended Wheel Base - 5 seat specification only

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

PR numbers

PR numbers
?:with 3NQ

Documents

Document name
master.xml

Condition

Customer statement

The left and right hand seat frames are locked in one position and cannot be adjusted/moved forwards or rearwards

Workshop findings

There are track stoppers fitted at the front of the left and right hand side seat frame at the locations shown in Figure1

Each track stopper is secured in place with (x1) fixing

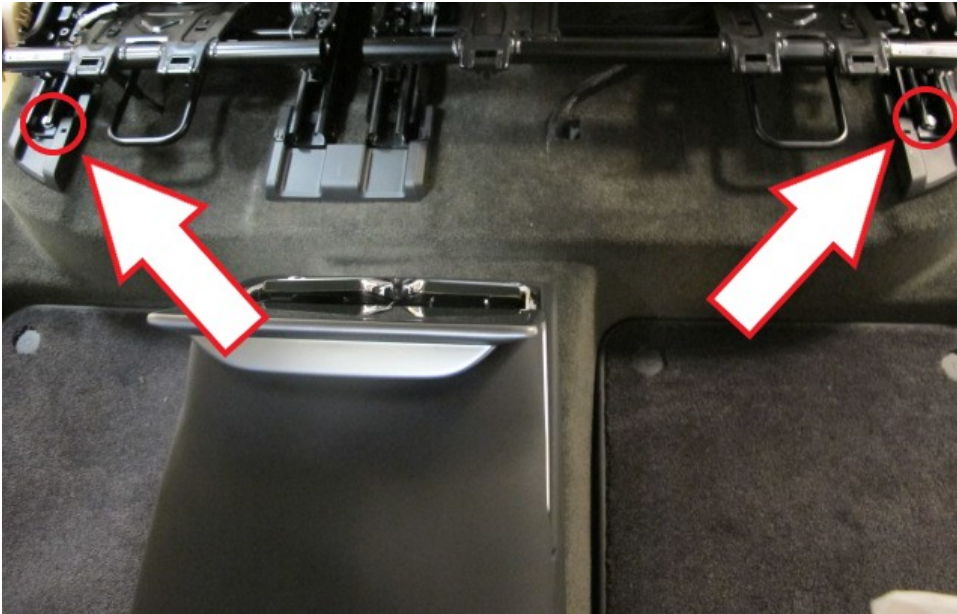


Figure 1

Figure 2 shows a close up photograph of the left hand track stopper and fixing

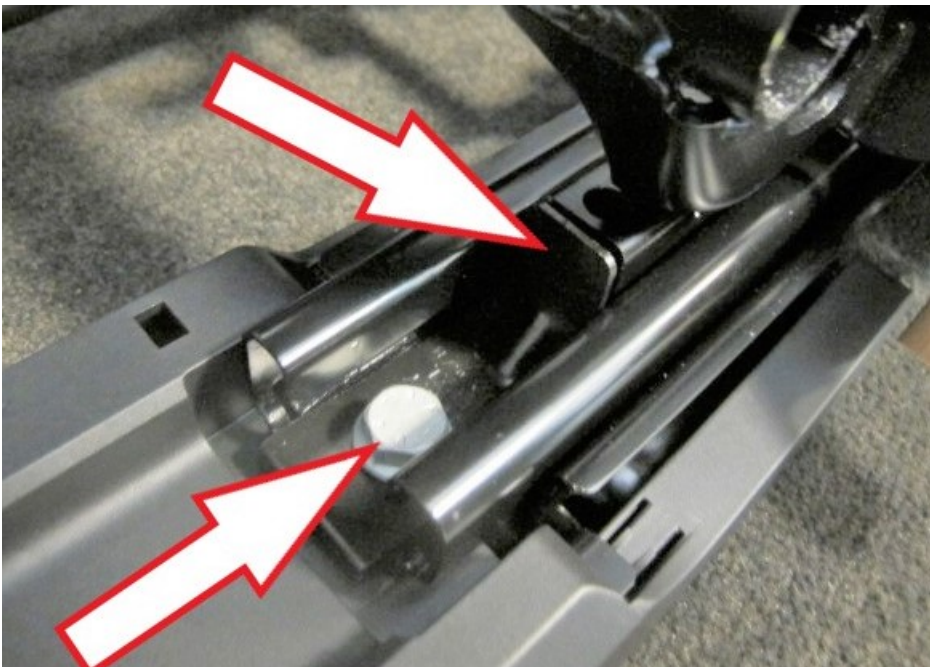


Figure 2

Figure 3 shows a close up photograph of the right hand track stopper and fixing

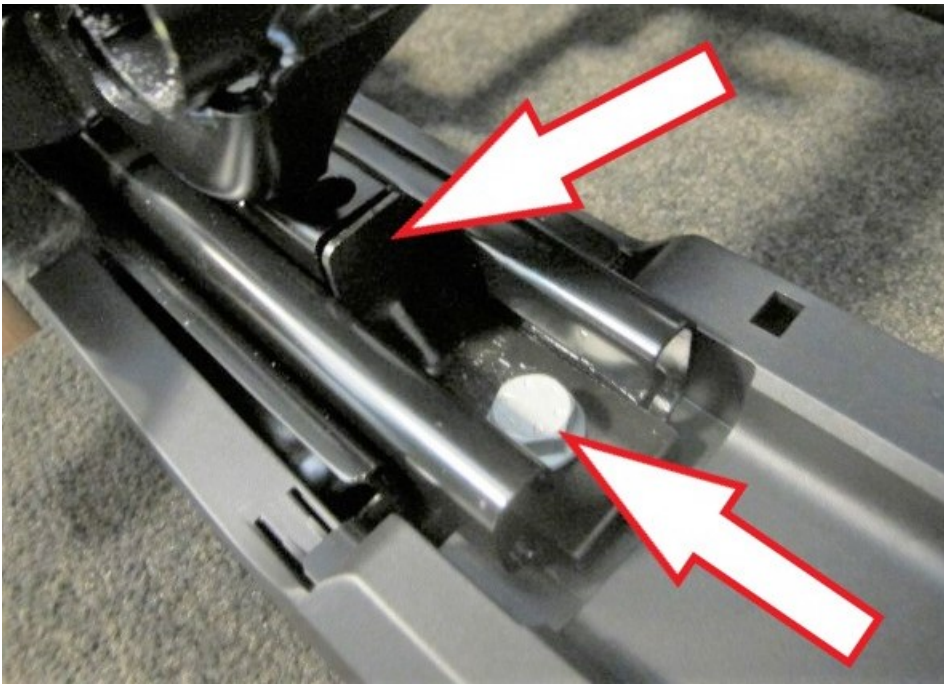


Figure 3

Technical Background

The left and right hand seat frame on Bentayga Extended Wheel Base models (5 seat specification) should not be able to be adjusted/moved forwards or rearwards, the track stoppers are fitted to prevent movement of the left and right hand seat bases

CAUTION

VERY IMPORTANT: DO NOT REMOVE THE LEFT AND RIGHT HAND TRACK STOPPERS/FIXINGS UNDER ANY CIRCUMSTANCES

NOTICE

Should one or both track stoppers be missing please raise a Technical DISS query and await feedback before conducting any further work

Production Solution

Not applicable

Service

Please refer to the Technical background section