

Technical Service Bulletin

Topic	Side Mirror - Loud Noise During Folding Operation
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2080808/1
Level	EH
Status	Released for publishing
Release date	Feb 4, 2026

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> exterior rearview mirror operation -> folding automatic exterior rearview mirror in	noises, vibrations -> noise	right
body attachments and installations -> exterior rearview mirror operation	noises, vibrations	
body attachments and installations -> exterior rearview mirror operation -> folding automatic exterior rearview mirror in	noises, vibrations -> noise	left

Vehicle data

Continental GT/GTC

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		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Condition

Customer Statement

Customers may report a loud or abnormal noise from one side mirror during the automatic folding or unfolding operation.

Workshop Findings

The concern can be verified in the workshop. No diagnostic trouble codes are stored, and no electrical or motor faults are identified.

Technical Background

The noise may be caused by insufficient lubrication at the side mirror base pivot point and associated rubber interfaces. During the folding movement, increased friction between the pivoting components and seals can generate a loud creaking or grinding noise.

This condition:

- Does not indicate a failure of the side mirror motor
- Does not require replacement of the side mirror assembly



Correct lubrication of the pivoting area restores normal operation.

Production Solution

Not applicable

Service



CAUTION

Observe all ElsaPro workshop safety precautions and handling instructions. Protect painted surfaces, glass, and trim from lubricant contamination. Use only the approved lubricant specified below. Switch ignition OFF and allow all mirror motors to stop before commencing work.

1. Confirm the noise occurs during side mirror folding and/or unfolding.
2. Visually inspect for damage. If no damage is present, proceed with lubrication.
3. Source Krytox lubricant via an authorised Volkswagen Group parts supplier.

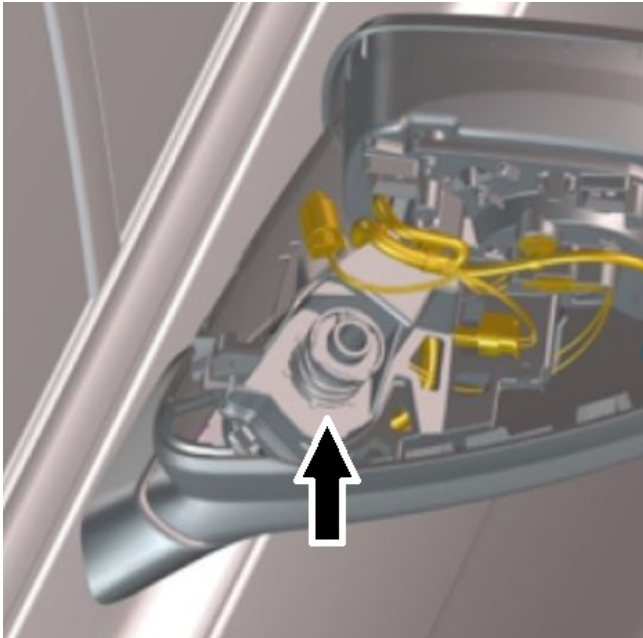


Figure 1. Side mirror pivot area

4. Identify the side mirror base pivot area between the mirror base and mirror housing.

To access the base pivot area for lubrication, it may be necessary to partially disassemble the side mirror. Refer to ElsaPro Repair group 66 'Side mirror – To dismantle and assemble'.

6. Apply a small, even amount of Krytox lubricant to:

The pivoting surfaces.



NOTICE

Do NOT overapply lubricant.

7. Reassemble the side mirror ensuring correct fitment and alignment.

ElsaPro Repair group 66 'Side mirror – To dismantle and assemble'.

8. Operate the side mirror folding function multiple times to distribute the lubricant evenly.

9. Cycle the side mirror folding and unfolding operation several times.

Confirm smooth, quiet operation.



If the noise persists after following the required steps above, include the following in the full technical DISS query:

- VIN, model, MY
- Customer Statement: “2080808 Support”
- Symptom description
- Video attached clearly showing the symptom description.

Warranty

Warranty Type – 110 or 910

Damage Service Number – 66 55

Damage Code – 00 20

Labour

Electric Mirror housing remove and install

Labour Operation Code – 66 55 19 00

Time – 20 TU

Time to perform side mirror lubrication

Labour Operation Code – 66 89 49 95 (*Live on 26.02.2026, use 66 89 49 99 prior to this date*)

Time – 10 TU

Required Parts and Tools

Part Description	Notes
Krytox lubricant	Source locally via VW Group dealer network