# Technical product information

| | |
|---|---|
| **Topic** | Ticking noise from engine bay |
| **Market area** | Bentley: worldwide (2WBE),Hongkong-Macau (5HK) |
| **Brand** | Bentley |
| **Transaction No.** | 2050334/3 |
| **Level** | EH |
| **Status** | Draft |
| **Release date** | |

**New customer code**

| Object of complaint | Complaint type | Position |
|---|---|---|
| engine -> induction system, charging systems, vacuum systems | noise, vibration | |

**New workshop code**

| Object of complaint | Complaint type | Position |
|---|---|---|
| engine -> induction system, charging systems, vacuum systems -> central feed vacuum pump | noise, vibration -> noise | |

# Vehicle data

## W12 TSI engine vehicles

**Sales types**

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|---|---|---|---|---|---|---|
| 3S3* | 2018 | E | | * | * | * |
| 4V14A9 | 2017 | E | SUV BY636 447/W128AG | DDBB | RGQ | QUS |
| 4V14A9 | 2017 | E | SUV BY636 447/W128AG | DDBB | SHT | QUS |
| 4V14A9 | 2017 | E | SUV BY636 447/W128AG | DDBB | QTZ | QUS |
| 4V14A9 | 2018 | E | SUV BY636 447/W128AG | DDBB | SHT | QUS |
| 4V14A9 | 2018 | E | SUV BY636 447/W128AG | DDBB | QTZ | QUS |
| 4V14A9 | 2018 | E | SUV BY636 447/W128AG | DDBB | RGQ | QUS |

# Documents

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

## Customer statement / workshop findings

Ticking noise emanating from rear of Bank 1 cylinder head

## Technical background

Noise from failed vacuum pump

## Production change

N/A

## Measure

A specific vacuum pump failure is known to create a ticking noise.

This ticking noise, on initial inspection, is easily misinterpreted as a fault in the valve train or fuel injector, when in reality it is more likely to be produced by a defective vacuum pump. Therefore always ensure that this type of noise is identified precisely using a stethoscope. Specifically use the stethoscope to check the vacuum pump located at the rear of Bank 1 cylinder head, when this is found to be the origin of the noise then change the vacuum pump and retest.

Note: Typically no Diagnostic Trouble Codes (DTCs) or other symptoms are experienced by the customer with this failure