

Technical product information

Topic	Bentayga - Rattle rear cabin area - Forward / rearward adjustment bar
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2053352/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
whole vehicle -> vehicle areas -> luggage compartment	noise, vibration -> noise	
whole vehicle -> vehicle areas -> rear-end	noise, vibration -> rattle	
whole vehicle -> vehicle areas -> rear-end	noise, vibration -> vibrate	
whole vehicle -> vehicle areas -> passenger compartment	noise, vibration -> vibrate	
whole vehicle -> vehicle areas -> passenger compartment	noise, vibration -> rattle	
whole vehicle -> vehicle areas -> passenger compartment	noise, vibration -> chatters	
whole vehicle -> vehicle areas -> passenger compartment	noise, vibration -> noise	

New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> seats, benchseat, armrests, 1st row -> seat horizontal adjustment lever, 1st row	component / consumables -> damaged	left
body fixtures and fittings -> seats, benchseat, armrests, 1st row -> seat horizontal adjustment lever, 1st row	component / consumables -> damaged	right

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Rattle from the rear passenger compartment, seat cushion area.

Technical background

On Bentayga five seat vehicles, inadvertently applying excessive downwards pressure to the rear seat forwards/rearwards Adjustment Bar can damage the Pivot Bearings, once damaged the Pivot Bearings may rattle within the seat frame.

Production change

Not Applicable.

Measure

Upon receipt of a qualified customer complaint referring to a rattle from the rear passenger seat cushion, continue with the following procedure.

▪

Note: If it is necessary to carry the work detailed within this TPI the procedure should be applied to both rear seat Adjustment Bars.

Road test the vehicle, have an assistant sit in the rear to determine the location of the rattle.

Should a rattle be present in the vicinity of the Pivot Bearings – figure 1 - continue with this TPI.

▪

Note: Prior to road test remove any loose objects from the rear of the vehicle that may cause an additional rattle.

Work

Remove the rear seat cushion, refer to workshop manual Repair Group: 72 *Seat Frames, Rear Seats, Rear Seat Cushion – To Remove And Fit.*

For the location of components - rear seat cushion removed – see figure 1.

A – Pivot Bearings

B – Adjustment Bar

C – Retaining Springs

▪

Note: The following procedure is shown on the right hand, single seat, but is applicable to both right hand and left hand rear Adjustment Bars.

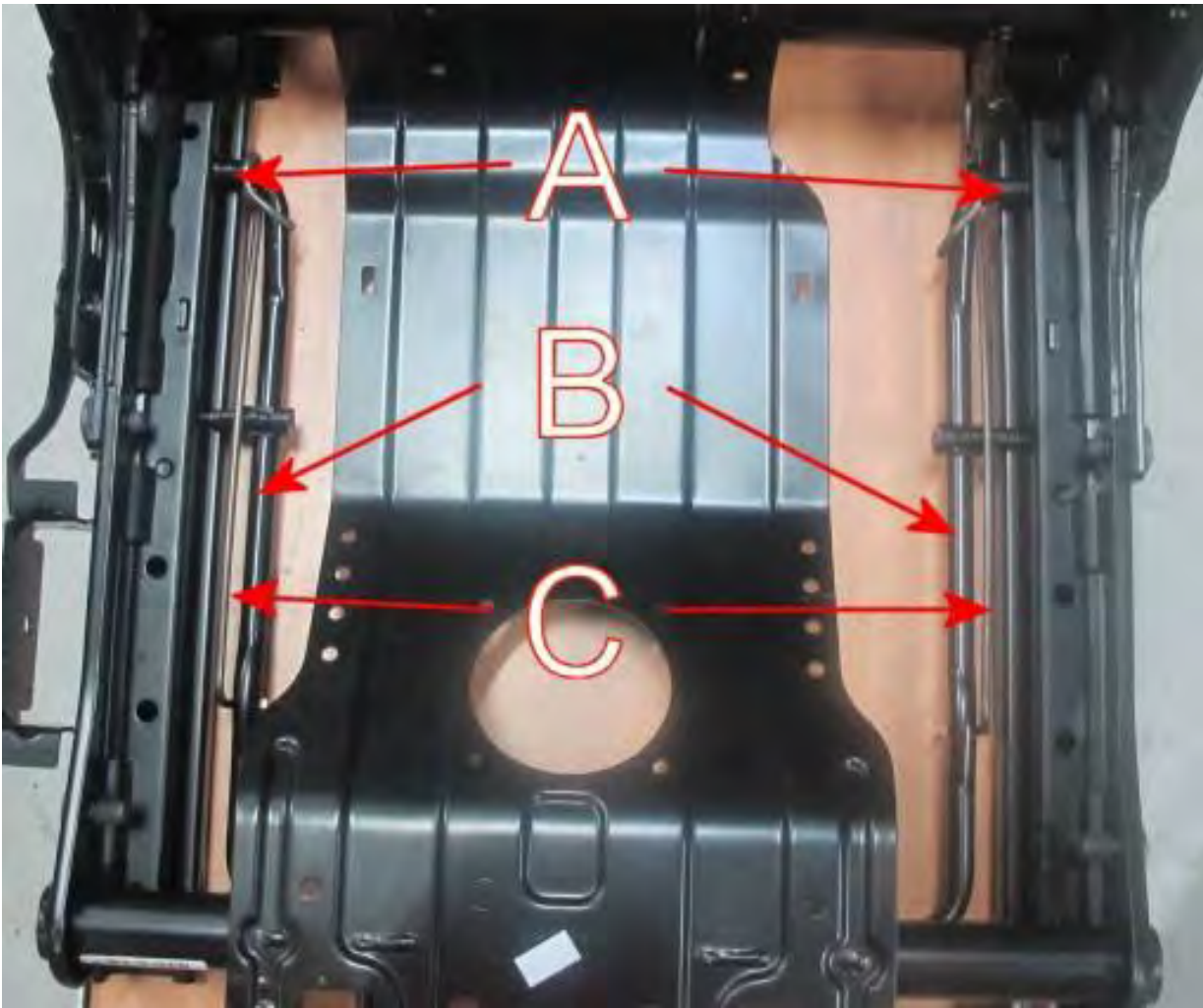


Figure 1

Remove the Adjustment Bar Retaining Springs by pressing the forward end of the Spring in a downward direction, move the Spring to the side and unhook from the Adjustment Bar. Repeat the procedure on the opposite side of the seat frame – figure 2.



Figure 2

Remove the Adjustment Bar from the seat frame pivot points – figure 3.

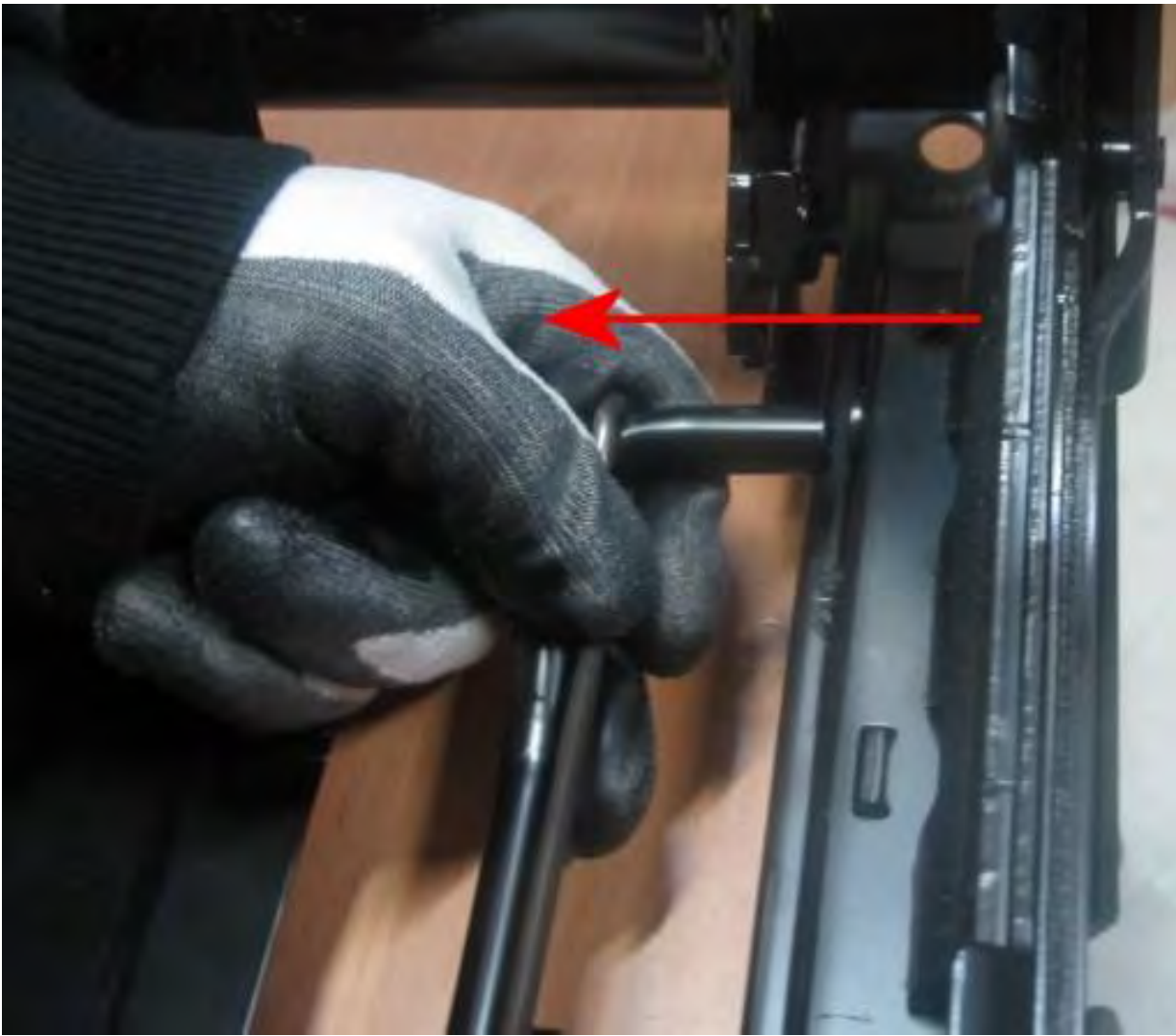


Figure 3
Carefully remove the two Pivot Bearings from the Seat Frame—figure 4.

▪ **Note: Pivot Bearings are NOT available to order as spare parts.**



Figure 4

Measure and cut a piece of self-adhesive Anti-creak tape to be seventeen millimetres wide and twenty-two millimetres long – figure 5.

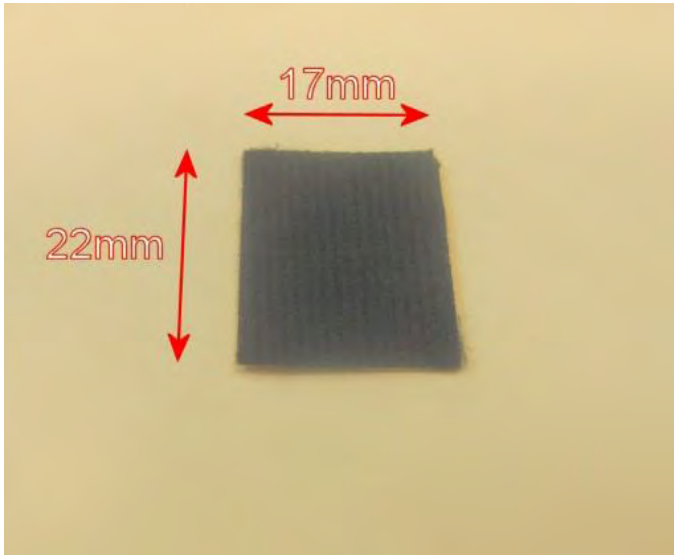


Figure 5

Remove the backing paper and position the Anti-Creak tape onto the seat frame rail, ensure half of the Pivot Bearing locating hole is covered – figure 6.

Repeat the procedure on the opposite Pivot Bearing locating hole.



Figure 6

Carefully refit the Pivot Bearings, push the bearing into the seat frame ensure the Anti-creak tape folds between the Pivot Bearing and the seat frame thus preventing any excessive free movement – figure 7.



Figure 7

Refit the Adjustment Bar, Retaining Springs and rear seat cushion.

Carry out a further road test to ensure the rattle is no longer present.

Warranty accounting instructions

If it is necessary to carry the work detailed within this TPI the procedure should be applied to both rear seat Adjustment Bars. Single seat repair is shown for reference.

Single rear seat frame repaired

Warranty Type	110 or 910
Labour Operation Code	72 55 41 00 (use 72 55 41 99 until 14 March 2019)
Damage Service Number	72 55
Damage Code	00 20
Time	20 TU (one side)

Two Rear seat frames repaired

Warranty Type	110 or 910
Labour Operation Code	72 55 42 00 (use 72 55 42 99 until 14 March 2019)
Damage Service Number	72 55
Damage Code	00 20
Time	40 TU (both sides)

Parts information

Self-Adhesive Anti-Creak Tape – Source locally.