

Technical product information

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|------------------------|--|
| Topic | Creak from behind the Drivers Information Panel/Engine compartment |
| Market area | Bentley: worldwide (2WBE),Hongkong-Macau (5HK) |
| Brand | Bentley |
| Transaction No. | 2053961/1 |
| Level | EH |
| Status | Approval |
| Release date | |

New customer code

| Object of complaint | Complaint type | Position |
|---|---------------------------|----------|
| body -> floor, body reinforcements | component / consumables | |
| body -> vehicle front end, vehicle rear end | component / consumables | |
| body fixtures and fittings -> dash panel, centre console -> dash panel trim | noise, vibration -> creak | |
| body -> superstructure | noise, vibration | |

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 |
| aud-20190121-wa0034.wma |

Creak from behind the Drivers Information Panel/Engine compartment

Customer statement / workshop findings

Rattle/creak from the front of the vehicle, the noise sounds like it is from behind the Drivers Information Panel (DIP) or the Engine compartment in particular when driving over bumps or during braking or when making slight adjustments to the steering

Technical background

Should the noise be the same or similar as the attached sound file and can be heard from behind the Drivers Information Panel (DIP) or the Engine compartment please carry out as per the instructions within the Measure section of this TPI

The noise within the sound file relates to a tolerance mismatch between the Engine bay reinforcement and the Torsion strut, the seven fixings which secure the engine reinforcement to the bulkhead/torsion strut require a torque over check

Production change

Extra quality checks are in place at the time of production

Measure

CAUTION: Before commencing work on and around the engine, ensure that it has cooled sufficiently. Failure to do so may cause injury to personnel.

- 1) Disconnect the battery - Refer to Elsa pro Rep. Gr 27 Battery - To disconnect and connect
- 2) Refer to repair manual Rep. Gr 50 Engine bay reinforcement - To gain access the Engine bay reinforcement (Figure 1) NOTE: The engine bay reinforcement or plenum cover does not require removal



Figure 1

- Referring to Figure 2, Disconnect the under bonnet charging post away from the bulkhead, remove the three M6 fixings NOTE: The bonnet seal can be partially removed to ease access to the charging post fixings

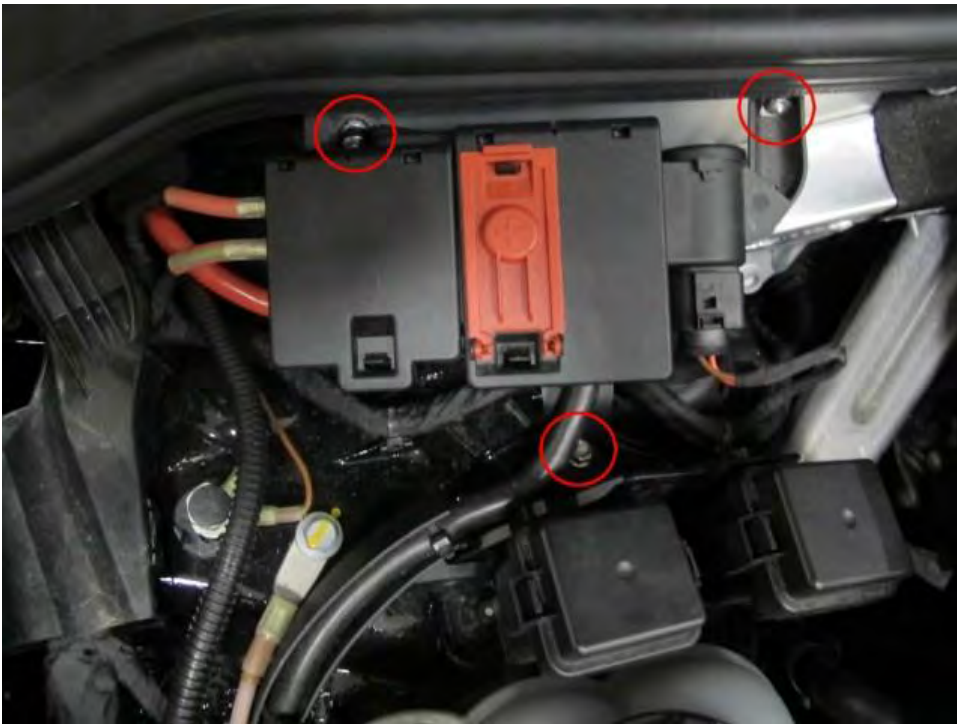


Figure 2

- Referring to Figure 3, one of the seven engine bay reinforcement fixings is shown (circled) behind the charging post



Figure 3

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Once removed take care not to damage the underbody charging post cables or surrounding components when carrying out the torque overcheck

- Referring to Figure 4 (Point A) Remove the Air cleaner assembly – Refer to Repair manual Rep.Gr 10
- Referring to Figure 4 (Point B) Remove the engine control module (J623) and tray - Refer to Elsa pro Rep.Gr 24 - Engine control module (J623)
 - To remove and fit

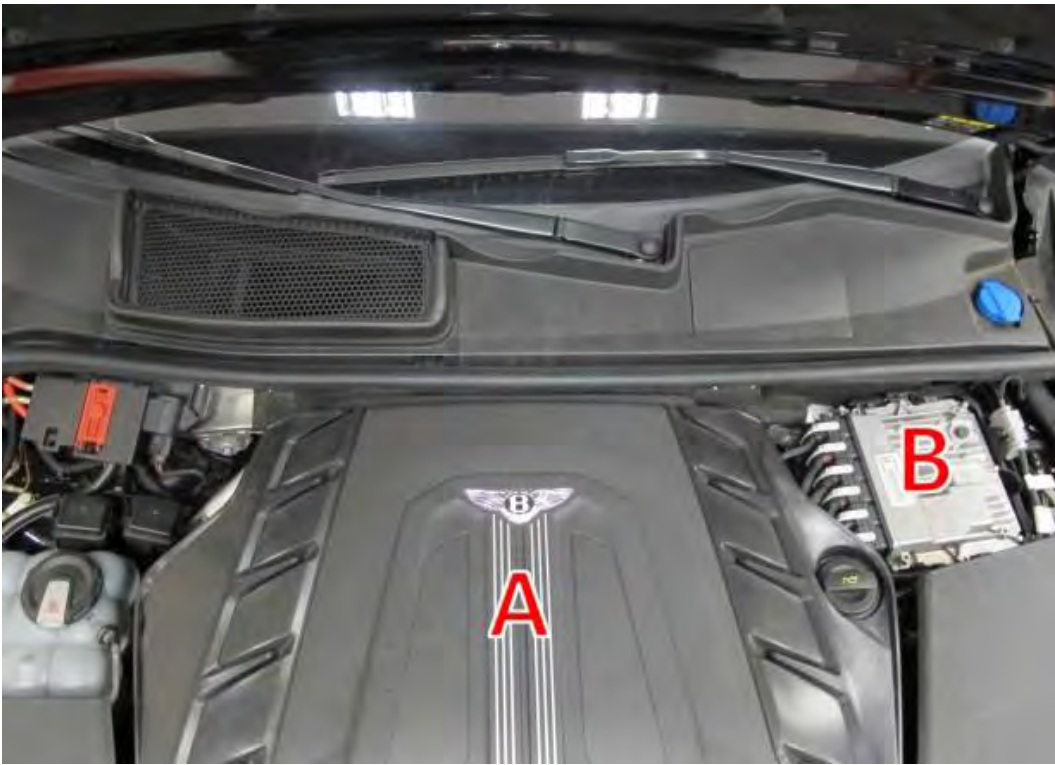


Figure 4

NOTE: The remaining engine bay reinforcement fixings are covered by sound proofing material

3) Remove the applicable clamping washers and discard (see Figure 5 as an example) then manoeuvre the sound proofing to allow access to the engine bay reinforcement fixings



Figure 5

4) Referring to Figure 6 - Torque tighten the seven fixings shown to 25 Nm

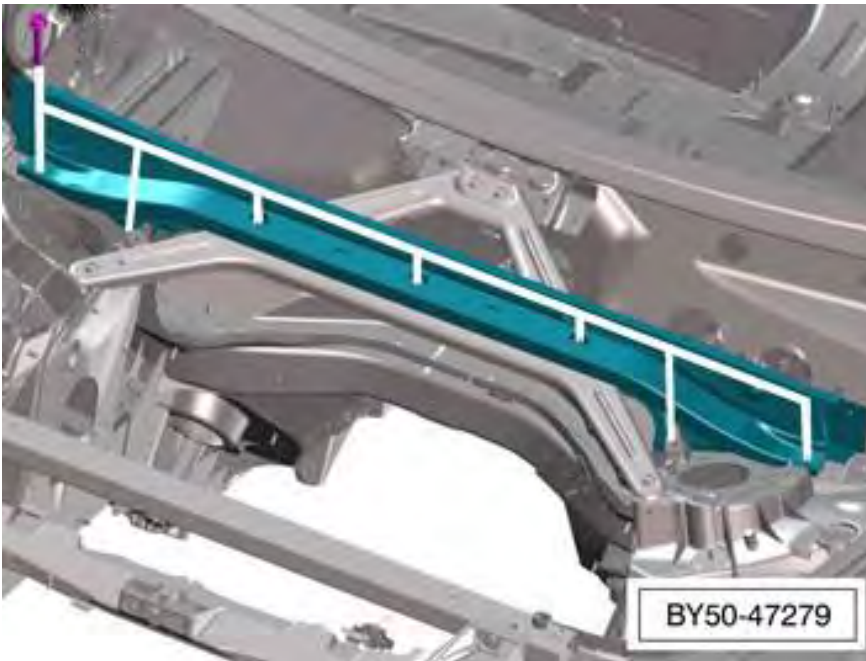


Figure 6

5) Installation is the reverse of removal - Refit the previously removed components as per Elsapro instruction

Warranty accounting instructions

Warranty type 110 or 910
 Labour Operation Code 50 69 41 00 (use 50 69 41 99 until 14/03/19)
 Damage Service Number 50 69
 Damage Code 00 20
 Time 90 Time units

Parts information

| Description | Part number | Quantity |
|-----------------|-------------|---|
| Clamping washer | N903 35006 | Maximum of 9 (depending on vehicle specification) |