

Technical product information

Topic	Vibration / humming at idle - engine mount leak
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2051340/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> engine refinement	noise, vibration -> hum	

New workshop code

Object of complaint	Complaint type	Position
engine -> housing, crankshaft -> solenoid valve for electrohydraulic engine mounting	functionality -> without function / defect	left
engine -> housing, crankshaft -> solenoid valve for electrohydraulic engine mounting	functionality -> without function / defect	right

Vehicle data

Bentayga W12 only

Sales types

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

Documents

Document name
master.xml

Customer statement / workshop findings

Vehicle vibration / humming noise at idle

Technical background

Right hand Active Engine Mount (AEM) failed, oil may also be leaking from AEM. This failure mode is only seen on W12 engine installations and is only apparent at idle.

Production change

Revised mounts developed

Measure



Figure 1 Active engine mount leaking oil

In the event of a failure/complaint as detailed then replace both AEM with service parts 4M0 199 255 BH and 4M0 199 256 BH

Follow the workshop manual procedure, Rep.Gr.10 Engine mounts – To remove and fit

Additionally changes must be made to the active engine mount control module, apply the instructions in TPI 2055760.

Parts information

Part number	Description	Quantity
4M0 199 255 BH	Active Engine Mount LH	1
4M0 199 256 BH	Active Engine Mount RH	1