

## Technical product information

<b>Topic</b>	Buzzing noise from engine area
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2053351/6
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	29-Oct-2020

### New customer code

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

## Vehicle data

### W12 - Bentayga - New Continental GT - GTC & New Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S31BB	2018	E		*	*	*
3S31BB	2019	E		*	*	*
3S31BB	2020	E		*	*	*
3S31BB	2021	E		*	*	*
3S41BB	2019	E		*	*	*
3S41BB	2020	E		*	*	*
3S41BB	2021	E		*	*	*
4V14A9	2017	E		*	*	*
4V14A9	2018	E		*	*	*
4V14A9	2019	E		*	*	*
4V14A9	2020	E		*	*	*
4V14A9	2021	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>

## Customer statement / workshop findings

Workshop findings:

Buzzing noise heard at idle from the sump area when the vehicle is elevated on a workshop ramp.

The noise cannot be heard from inside the cabin or outside of the vehicle in normal circumstances.

## Technical background

A buzzing noise can be generated by the oil pump when the engine is running at idle.

## Production change

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## Measure

Test a comparable vehicle with the same Engine derivative.

If the same noise is apparent on the comparable vehicle and no oil pressure warnings or relevant DTC's are stored then the noise can be considered a characteristic of the vehicle and no further action should be taken.

## Warranty accounting instructions

A groundless parts replacement will be debited.