

Technical product information

Topic	Electrical switch replacement guidelines
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2058173/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
electrical power, electric system, data transfer -> power supply	functionality	
vehicle service -> vehicle diagnosis -> guided fault finding	control units, services -> with event log entry	
vehicle service -> vehicle diagnosis -> guided fault finding	control units, services -> without event log entry	
whole vehicle -> vehicle areas	high-volume parts	
electrical power, electric system, data transfer -> power supply	electrics	

Vehicle data

All models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
***	2004	E		*	*	*
***	2005	E		*	*	*
***	2006	E		*	*	*
***	2007	E		*	*	*
***	2008	E		*	*	*
***	2009	E		*	*	*
***	2010	E		*	*	*
***	2011	E		*	*	*
***	2012	E		*	*	*
***	2013	E		*	*	*
***	2014	E		*	*	*
***	2015	E		*	*	*
***	2016	E		*	*	*
***	2017	E		*	*	*
***	2018	E		*	*	*
***	2019	E		*	*	*
***	2020	E		*	*	*
***	2021	E		*	*	*
***	2022	E		*	*	*
***	2023	E		*	*	*
***	2024	E		*	*	*
***	2025	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Electrical switch suspected as defective

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This TPI is not applicable to suspected faulty control units or any component related to the passive restraint system in particular the airbag system

Technical background

Prior to replacing an electrical switch refer to the Measure section of this TPI

Production change

Not applicable

Measure

- 1) Confirm the switch is not functioning correctly when fitted in location
 - Check for spilt drinks/substances on or around the switch
 - Check and confirm that there is no evidence of damage to the switch
 - Record a clear video of the switch sticking/not functioning when fitted in location
- 2) Disconnect the 12 volt battery Rep.Gr 27 - Disconnect the electrical connection(s) to the switch
- 3) Remove the switch from its location
 - Record a clear video of the switch sticking/not functioning (Away from its fitting location)
- 4) Reconnect the electrical switch – Connect the 12 volt battery Rep.Gr 27
- 5) Check the operation of the switch whilst free from its original fitting location
 - Record a clear video of the switch sticking/not functioning (Away from location - with the electrical switch reconnected)
- 6) Check the switch aperture for abnormalities or damage

IMPORTANT NOTE: In the event the switch is deemed to be faulty after steps 1 through to 6 were conducted (including video evidence showing the switch to be at fault) - The switch should be replaced, please ensure the requested videos are attached to a new or existing DISS query

Warranty accounting instructions

In the event that the switch is deemed to be faulty due to an issue caused by the customer for example - spilt drinks/substances or food, the switch must be replaced however this cannot be replaced under Warranty

Should the switch be replaced due to a genuine/actual fault, Warranty payment will not be approved or the payment will be cancelled in the event that the videos are not provided within a new or existing DISS query

Parts information

Refer to the ETKA parts catalogue