

Technical product information

Topic	Abnormal buzzing/vibrating/grinding noise (Front of vehicle)
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.	2061040/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> gear drive, chain drive, belt drives -> belt tensioner damper	noise, vibration -> noise	
engine -> gear drive, chain drive, belt drives -> belt tensioner damper	component / consumables -> cracked/broken	
engine -> gear drive, chain drive, belt drives -> air conditioner compressor pulley	noise, vibration -> noise	

Vehicle data

Bentayga Kovomo V8

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14D9	2018	E		*	*	*
4V14D9	2019	E		*	*	*
4V14D9	2020	E		*	*	*
4V14D9	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

Buzzing/vibrating/grinding noise can be heard from the front of the engine, mainly from cold start at idle

Workshop findings

Noise emitting from the air conditioning belt idler (Figure 1 – Point A)

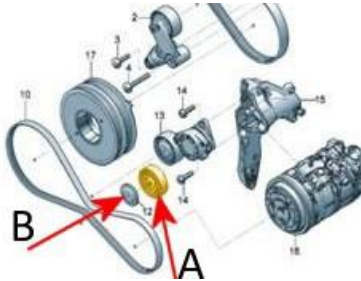


Figure 1

Technical background

Should the noise be evident from the air conditioning belt idler - Refer to the Measure section of this TPI

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The operative must confirm the noise is not from any other components for example the alternator belt tensioner before conducting the instructions within the Measure section of this TPI

Production change

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Measure

1) Remove the front Undersheet – Rep.Gr 66

- Where fitted remove the front sump guard – Rep.Gr 66

2) Referring to Figure 1 (Point B) – Carefully remove the idler cover

- Start the engine

- Has noise stopped?

Yes

- Replace the idler cover and idler NOTE: Idler fixing is 25Nm

NOTE: Return both parts via the warranty returns process

No

- Switch off the A/C
- Remove the air conditioning compressor drive belt – Refer to Rep.Gr 13 – *IMPORTANT: Take care not to damage/over compress the tensioner when removing and refitting the belt*
- Start the engine and allow to idle for a **MAXIMUM** of 2 minutes **VERY IMPORTANT: Ensure the vehicle remains static (Do not drive the vehicle with the belt removed)**

- Has the noise stopped?

No- If the noise is still evident with the belt removed the operative **MUST** raise a DISS query and await feedback before carrying out any further work

Yes

- Refit the belt
- Start the engine - Has the noise returned?

Yes

- Replace the idler cover and idler NOTE: Idler fixing is 25Nm

NOTE: Return both parts via the warranty returns process

Warranty accounting instructions

Warranty type: 910 or 110

Service ID number: 13 77

Damage type: 00 20

Labour

Labour operation code: 1377 19 20 (Use 1377 19 99 until 12/11/20)

Time: 70 Time units

Parts information

Refer to the ETKA parts catalogue