

Technical product information

Topic	Creaking noise from the rear seats (5 and 7 seat variants only)
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2063240/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
whole vehicle -> assemblies -> seat assembly, 2nd row	noise, vibration -> creak	
whole vehicle -> assemblies -> seat assembly, 3rd row	noise, vibration -> creak	

Vehicle data

Bentayga 5 and 7 seat variants only

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Creaking noise from the rear seats (5 and 7 seat variants only)

Customer statement / workshop findings

Noise/Creak from the rear seat/s at speeds up to 70 mph

And/or

Creaking from rear seat/s between 0-20 mph during gentle acceleration and braking

Technical background

This TPI applies to all 5 and 7 seat variants This TPI does not apply to 4 seat variants

Noises and creaks originating from the rear seat/s as a result of seat location pegs and mega bracket interference while driving at speeds up to 70 mph and gentle acceleration and braking between 0-20 mph should be resolved by following the instructions within the Measure section

Production change

Not applicable

Measure

1) Refer to Figure 1 - The area shown should be considered after removing the applicable trim from the seat frame as per applicable Repair manual-Rep.Gr

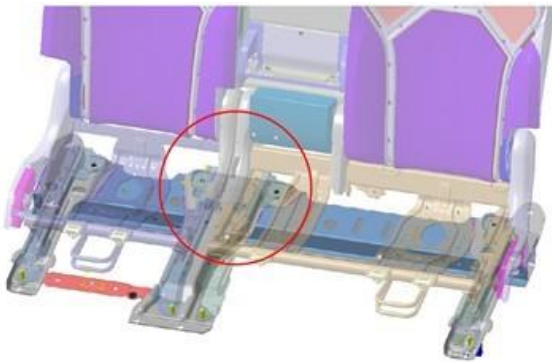


Figure 1

2) Remove seat frame from Mega bracket to reveal seat frame location pegs

- Refer to Figures 2 and 3 to check for any signs of contact between the Mega bracket and the seat location pegs

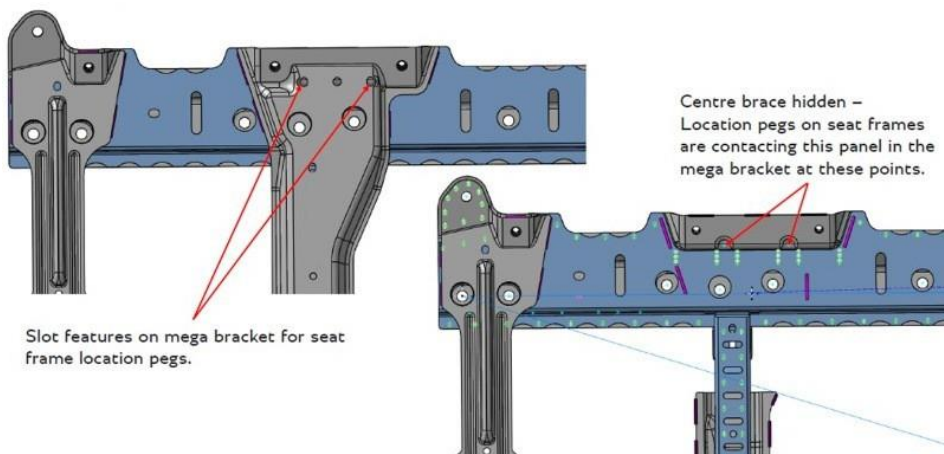


Figure 2

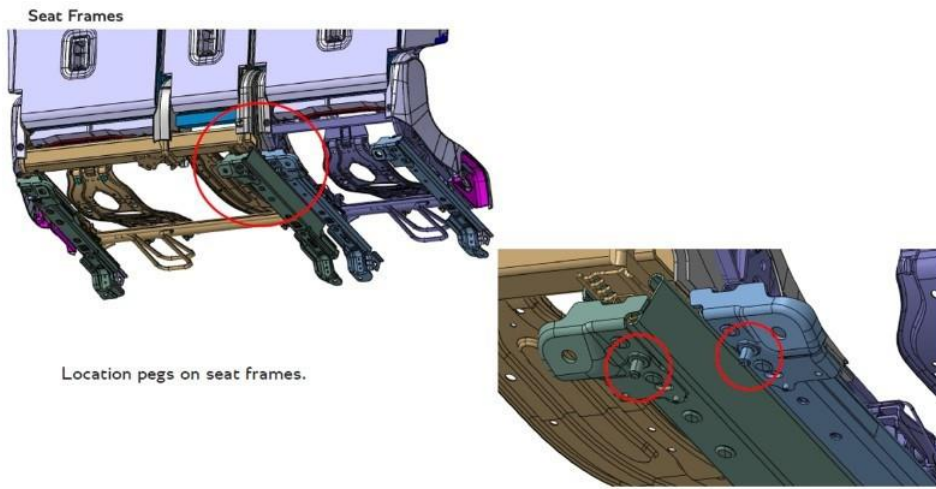


Figure 3

- Inspect both the Mega bracket (Figure 4) and the Seat frame location pegs (Figure 5) to confirm if there is evidence of contact



Figure 4



Figure 5

3) Once the evidence of contact is confirmed - Follow the onward steps to completion on all Mega bracket slots

- Referring to Figure 6 - Apply/stick Paraskin tape

Or

Apply/stick a Velcro patch/pad

In the holes of the Mega bracket (Where the seat location pegs are chaffing - witness marks are evident) against the mega bracket

TIP: Do not use Anti creak tape as this is too thin

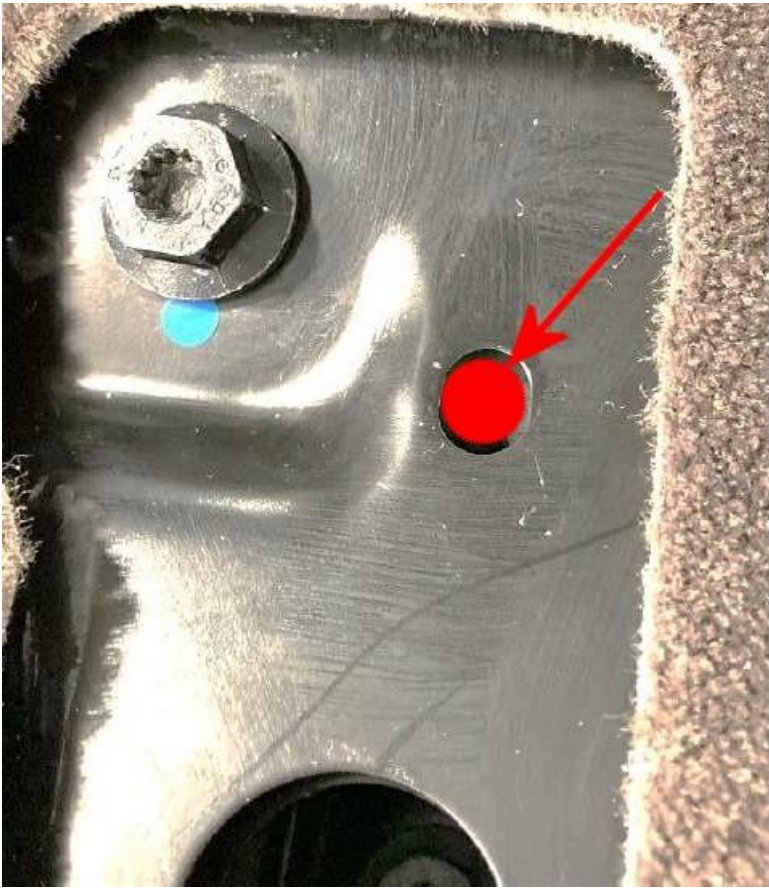


Figure 6

NOTE: The loop side not the hook side should be used and MUST be facing upwards

- Apply grease (see Parts information section) to both the seat frame location pegs as shown in Figure 7



Figure 7

4) Reassemble the seat frame back onto the Mega bracket - Refer to the applicable Rep.Gr

▪ Ensure the seat is in the forward position on the runners before applying the final torque, this is critical to ensure there is no

possibility of further contact between the mating parts.

Warranty accounting instructions

Time to remove and refit the rear seat (2nd row)

Warranty type 110 or 910

Damage service number 72 48

Damage code 00 20

Labour

Labour operation code 72 48 20 05

Time 100 TU

Time to remove and refit the rearmost seat (3rd row)

Labour operation code 72 49 19 00

Damage service number 72 49

Time 30 TU

Road test/diagnosis

Labour operation code- 01210000

Time – 50 TU

Parts information

Grease

Loctite Synthetic grease or similar specification **IMPORTANT: This grease MUST be sourced locally, in the event this particular grease cannot be sourced please consult your local supplier to source a grease of the same specification**

Loctite Synthetic Grease 85 g Superlube Grease Tube

RS Stock No.: 184-7967 | Mfr. Part No.: 399420 | Brand: Loctite



Tape/Velcro

Paraskin tape or Velcro patch/pad Please NOTE: The loop side not the hook side should be used



MUST be sourced locally

IMPORTANT TIP: Do not under any circumstances use anti-creak tape