

## Technical product information

<b>Topic</b>	Driver/Passenger door/s creak on close
<b>Market area</b>	India (5IN),Kenia (5KE),Russische Föderation (5RU),Südafrika (5ZA),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 Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2061582/4
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> doors	noise, vibration	
body fixtures and fittings -> door, closures operation	functionality	
body fixtures and fittings -> door, closures operation -> close door	noise, vibration -> noise	

## Vehicle data

### Bentayga

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*

## Documents

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

## Customer statement / workshop findings

Driver or Passenger door creak during the "Close" function

## Technical background

VERY IMPORTANT: Refer to the vehicle repair history to check and confirm any previous work done regarding door latch replacement noting the following:

- Upon first complaint of a door latch creaking - Replace all four door latches
- For any complaints of the same symptom that occur after this - Only replace the door latch which is exhibiting the symptom
- Figure 1 shows an example of the door latch

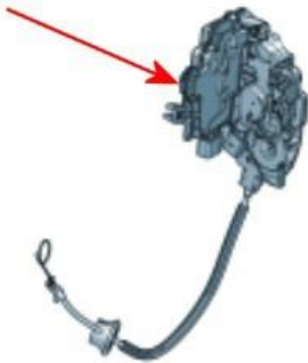


Figure 1

## Production change

Please note the manufacturer cut off dates for good parts are as follows:

- Front door latch - 10 Oct. 2020 [10/10/2020]
- Rear door latch - 02 Oct. 2020 [02/10/2020]

## Measure

Ensure the fault is as described within the Customer statement, refer to the video on the Bentley Hub referencing TPI 2052394/-

*NOTE: The video shown on the Bentley Hub is for reference purposes only, the symptom is the same regardless of vehicle type shown*

1) Obtain video's clearly showing the date of manufacture or take a photograph of the manufacture date of each applicable latch motor, the operative MUST save each video and picture as they will be required later within this procedure

VERY IMPORTANT: Refer to the vehicle repair history to check and confirm any previous work done regarding door latch replacement noting the following:

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- For any complaints of the same symptom that occur after this - Only replace the door latch which is exhibiting the symptom

2) Referring to the applicable Repair Group - Rep.Gr 57 (Front) or Rep.Gr 58 (Rear) - Replace one or all four door latches (as detailed in the Technical background section)

- Right hand front
- Left handfront
- Right hand rear
- Left handrear

3) Open a Non technical/For information only DISS query

- Attach the applicable videos to the open DISS query
- Submit the DISS query

## Warranty accounting instructions

WarrantyType 110 or910

DamageServiceNumber 57 17

Damage Code 00 20

Time to replace x4 door latches

Labour

Labouroperationcode 57 17 56 00

Time 170 Time units

Time to replace x1 door latch

Labour

Labouroperationcode 57 17 19 00

Time 40 Time units

## Parts information

Refer to the ETKA parts catalogue