Technical product information

Topic	Ticking noise from engine bay
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2050334/7
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> induction system, charging systems, vacuum systems	noise, vibration	

New workshop code

Object of complaint	Complaint type	Position
engine -> induction system, charging systems, vacuum systems -> central feed vacuum pump	noise, vibration -> noise	

Vehicle data

Bentayga W12 - New Continental GT - New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S31BB	2017	E		*	*	*
3S31BB	2018	E		*	*	*
3S31BB	2019	E		*	*	*
3S31BB	2020	E		*	*	*
3S31BB	2021	E		*	*	*
3S31BB	2022	E		*	*	*
3S41BB	2018	E		*	*	*
3S41BB	2019	E		*	*	*
3S41BB	2020	E		*	*	*
3S41BB	2021	E		*	*	*
3S41BB	2022	E		*	*	*
4V14A9	2017	E		*	*	*
4V14A9	2018	E		*	*	*
4V14A9	2019	E		*	*	*
4V14A9	2020	E		*	*	*
4V14A9	2021	E		*	*	*
4V14A9	2022	E		*	*	*
4V14G9	2020	E		*	*	*
4V14G9	2021	E		*	*	*
4V14G9	2022	E		*	*	*

Documents

Document name
master.xml

Ticking noise from engine bay

Customer statement / workshop findings

Ticking noise emanating from rear of Bank 1 cylinder head

Technical background

Noise from failed vacuum pump

Production change

N/A

Measure

A specific vacuum pump failure is known to create a ticking noise.

This ticking noise, on initial inspection, is easily misinterpreted as a fault in the valve train or fuel injector, when in reality it is more likely to be produced by a defective vacuum pump. Therefore always ensure that this type of noise is identified precisely using a stethoscope. Specifically use the stethoscope to check the vacuum pump located at the rear of Bank 1 cylinder head, when this is found to be the origin of the noise then change the vacuum pump and retest.

Note: Typically no Diagnostic Trouble Codes (DTCs) or other symptoms are experienced by the customer with this failure