

Technical Service Bulletin

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|------------------------|--|
| Topic | Driver/Passenger door latch creak on close |
| Market area | Bentley: worldwide (2WBE),Hongkong-Macau (5HK) |
| Brand | Bentley |
| Transaction No. | 2052394/14 |
| Level | EH |
| Status | |
| Release date | |

New customer code

| Object of complaint | Complaint type | Position |
|---|-----------------------------|----------|
| body attachments and installations -> doors | noises, vibrations | |
| body attachments and installations -> doors, lids operation | functionality | |
| body attachments and installations -> doors, lids operation -> close door | noises, vibrations -> noise | |

Vehicle data

New Continental GT/GTC - New Flying Spur and Bentayga

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 3S3* | 2018 | E | | * | * | * |
| 3S3* | 2019 | E | | * | * | * |
| 3S3* | 2020 | E | | * | * | * |
| 3S3* | 2021 | E | | * | * | * |
| 3S3* | 2022 | E | | * | * | * |
| 3S4* | 2019 | E | | * | * | * |
| 3S4* | 2020 | E | | * | * | * |
| 3S4* | 2021 | E | | * | * | * |
| 3S4* | 2022 | E | | * | * | * |
| 4V1* | 2017 | E | | * | * | * |
| 4V1* | 2018 | E | | * | * | * |
| 4V1* | 2019 | E | | * | * | * |
| 4V1* | 2020 | E | | * | * | * |
| 4V1* | 2021 | E | | * | * | * |
| 4V1* | 2022 | E | | * | * | * |
| ZG2* | 2020 | E | | * | * | * |
| ZG2* | 2021 | E | | * | * | * |
| ZG2* | 2022 | E | | * | * | * |

Documents

| Document name |
|----------------------------|
| master.xml |

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Condition

Driver or Passenger door creak during the "Close" function

Technical Background

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

- Only replace the door latch which is exhibiting the symptom

Figure 1 shows an example of the door latch

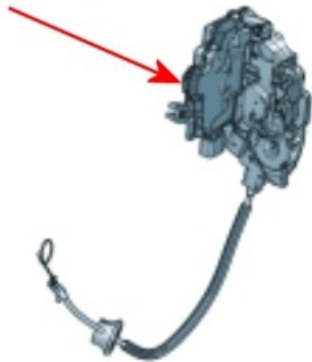


Figure 1

Production Solution

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Service

Ensure the fault is as described within the Customer statement, refer to the video on the Bentley Hub referencing TPI2052394/-

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 power latch motor that is faulty. The operative MUST save each video and/or picture as they will be required later within this procedure
- 2) Replace the faulty/creaking latch - Refer to Rep.Gr 57 (Front) or Rep.Gr 58 (Rear)
- 3) Open a Non technical/For information only DISS query
 - Attach the applicable videos/photo to the open DISS query (No evidence of the power latch date of manufacture will result in claim refusal)
 - Submit the DISS query

Warranty

| | |
|-----------------------|------------|
| Warranty Type | 110 or 910 |
| Damage Service Number | 57 17 |
| Damage Code | 00 20 |

New Continental GT and New Continental GTC

Labour

| | |
|-----------------------|----------------------------|
| Labour operation code | 57 17 19 00 |
| Time | 150 Time units (one latch) |

New Flying Spur

Labour

| | |
|-----------------------|---------------------------|
| Labour operation code | 57 17 19 00 |
| Time | 80 Time units (one latch) |

Bentayga

Labour

| | |
|-----------------------|---------------------------|
| Labour operation code | 57 17 19 00 |
| Time | 40 Time units (one latch) |

Required Parts and Tools

Refer to the ETKA parts catalogue