

## Technical product information

<b>Topic</b>	Driver/Passenger door creak on close
<b>Market area</b>	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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2061605/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	13-Oct-2021

### 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

### New Continental GT - New Continental GTC and New Flying Spur

#### 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		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

## Documents

Document name
master.xml

## Customer statement / workshop findings

Driver or Passenger door creak during close

## Technical background

Ensure the fault is as described within the Customer statement, refer to the *video on the Bentley Hub* referencing TPI2061605/-

In the event the symptom is as shown the instructions within the Measure section should be followed

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

## Production change

Refer to the Measure section

## Measure

- 21 Model year vehicles

Refer to the vehicle repair history to check/confirm if any previous work which has been conducted regarding door latch replacement (Figure 1)

In the event the door latch date of manufacture is unknown (No notes within the vehicle repair history) the date of manufacture of each door latch must be confirmed



Figure 1

**VERY IMPORTANT:** All 22 M/Y vehicles are fitted with the latest specification parts therefore the requirement to confirm the manufacturing date of the latch as detailed in steps 1 and 2 is not required, in this scenario the faulty door latch should be replaced

- 1) Referring to the applicable Rep.Gr - Remove the front and rear door trims
- 2) Referring to Figure 2 - Check the date of manufacture in the location shown

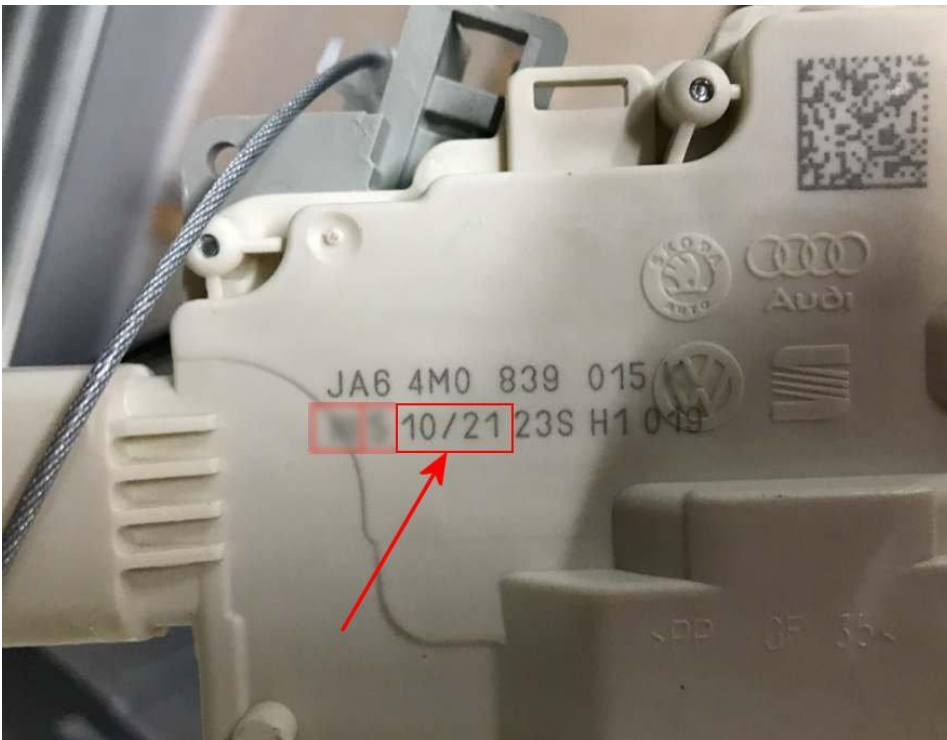


Figure 2

[Latch manufacturing date code prior to 10/21](#)

- Referring to the applicable Repair Group - Replace all latch motors to latest specification

[Latch manufacturing date code post 10/21 or 22 Model year](#)

- Referring to the applicable Repair Group - Replace the affected door latch only

VERY IMPORTANT: To assist in any future complaints the retailer should make a record on the vehicles repair history regarding door latch replacement and door latch manufacturing dates

[Warranty accounting instructions](#)

WarrantyType 110 or 910

Damage Service Number 57 17

Damage Code 00 20

[New Continental GT and New Continental GTC](#)

[Labour](#)

Labouroperationcode 57 17 1900

Time 150 Time units (Submit x2 claims in the event that both latches were manufactured prior to 10/21)

[New Flying Spur](#)

[Labour](#)

Labouroperationcode 57 17 1900

Time 80 Time units (Submit x4 claims in the event that all latches were manufactured prior to 10/21)

[Parts information](#)

Refer to the ETKA parts catalogue