

Technical product information

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|------------------------|---|
| Topic | Loud ticking/clatter noise from the air conditioning compressor (HVAC) |
| Market area | 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) |
| Brand | Bentley |
| Transaction No. | 2070682/1 |
| Level | EH |
| Status | Approval |
| Release date | |

New customer code

| Object of complaint | Complaint type | Position |
|---|---------------------------|----------|
| engine -> gear drive, chain drive, belt drives -> air conditioner compressor pulley | noise, vibration -> noise | |

Vehicle data

New Flying Spur - All models except Hybrid

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|--------|------|-------|-------------|-------------|--------------|------------------|
| ZG21BB | 2020 | E | | * | * | * |
| ZG21BB | 2021 | E | | * | * | * |
| ZG21BB | 2022 | E | | * | * | * |
| ZG21BB | 2023 | E | | * | * | * |
| ZG24CB | 2023 | E | | * | * | * |
| ZG26BB | 2023 | E | | * | * | * |

Bentayga Series - All models except Hybrid

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|--------|------|-------|-------------|-------------|--------------|------------------|
| 4V14A9 | 2017 | E | | * | * | * |
| 4V14A9 | 2018 | E | | * | * | * |
| 4V14A9 | 2019 | E | | * | * | * |
| 4V14A9 | 2020 | E | | * | * | * |
| 4V14A9 | 2021 | E | | * | * | * |
| 4V14A9 | 2022 | E | | * | * | * |
| 4V14A9 | 2023 | E | | * | * | * |
| 4V14B9 | 2017 | E | | * | * | * |
| 4V14B9 | 2018 | E | | * | * | * |
| 4V14B9 | 2019 | E | | * | * | * |
| 4V14B9 | 2020 | E | | * | * | * |
| 4V14C9 | 2018 | E | | * | * | * |
| 4V14C9 | 2019 | E | | * | * | * |
| 4V14C9 | 2020 | E | | * | * | * |
| 4V14D9 | 2018 | E | | * | * | * |
| 4V14D9 | 2019 | E | | * | * | * |
| 4V14D9 | 2020 | E | | * | * | * |
| 4V14D9 | 2021 | E | | * | * | * |
| 4V14D9 | 2022 | E | | * | * | * |
| 4V14D9 | 2023 | E | | * | * | * |
| 4V14G9 | 2020 | E | | * | * | * |
| 4V14G9 | 2021 | E | | * | * | * |

| | | | | | | |
|--------|------|---|--|---|---|---|
| 4V14G9 | 2022 | E | | * | * | * |
| 4V14G9 | 2023 | E | | * | * | * |
| ZV14D9 | 2023 | E | | * | * | * |

New Continental GT and GTC

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|--------|------|-------|-------------|-------------|--------------|------------------|
| 3S*1AB | 2018 | E | | * | * | * |
| 3S*1AB | 2019 | E | | * | * | * |
| 3S*1AB | 2020 | E | | * | * | * |
| 3S*1AB | 2021 | E | | * | * | * |
| 3S*1AB | 2022 | E | | * | * | * |
| 3S*1AB | 2023 | E | | * | * | * |
| 3S*1BB | 2018 | E | | * | * | * |
| 3S*1BB | 2019 | E | | * | * | * |
| 3S*1BB | 2020 | E | | * | * | * |
| 3S*1BB | 2021 | E | | * | * | * |
| 3S*1BB | 2022 | E | | * | * | * |
| 3S*1BB | 2023 | E | | * | * | * |
| 3S*1EB | 2021 | E | | * | * | * |
| 3S*1EB | 2022 | E | | * | * | * |
| 3S*1EB | 2023 | E | | * | * | * |
| 3S*2CB | 2020 | E | | * | * | * |
| 3S*2CB | 2021 | E | | * | * | * |
| 3S*2CB | 2022 | E | | * | * | * |
| 3S*2CB | 2023 | E | | * | * | * |
| 3S*4CB | 2023 | E | | * | * | * |

Documents

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

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Loud ticking/clatter noise from the air conditioning compressor (HVAC)

Customer statement / workshop findings

Customer statement

Loud ticking/clatter noise can be heard from the front of the engine

Workshop findings

The noise is from the air conditioning compressor

Technical background

The operative should confirm the noise is from the compressor as detailed within the Measure section

Production change

Measure

1) Remove the air conditioning compressor drive belt - Refer to Rep.Gr 13 - IMPORTANT: Take care not to damage/over compress the tensioner when removing and refitting the belt

- Switch off the HVAC system

NOTICE

Before conducting step 2 ensure the engine is cold

2) Start the engine and allow to idle for a MAXIMUM of 1 minute

WARNING

VERY IMPORTANT: Ensure the vehicle remains static (Do not drive the vehicle with the belt removed)

- Has the noise stopped?

No

If the noise is still evident with the belt removed the operative MUST raise a DISS query and await feedback before carrying out any further work

Yes

- Refit the belt
- Start the engine
- Switch the HVAC system on
- Has the noise returned?

Yes

- Referring to Rep.Gr 87 - Replace the air conditioning compressor

NOTICE

The noise issue can be caused by contamination to the compressor clutch



Best practice guidelines:

When carrying out engine repairs

or

When conducting routine servicing it is imperative the air conditioning compressor clutch is not contaminated with any type of fluid

CAUTION

Before conducting the next step the operative must ensure the correct protective clothing is worn in particular gloves and eye protection

- In the event the air conditioning compressor clutch is contaminated by any type of fluid the operative should use a suitable compressed air line to remove any excess fluids

Warranty accounting instructions

Warranty type: 910 or 110

Service ID number: 87 34

Damage type: 00 20

Time to replace the air conditioning compressor

New Flying Spur:

W12

Labour Operation code 87341900

Time 810 TU

V8

Labour Operation code 87341970

Time 30 TU

Note: Front subframe remove and install is required including all applicable drive assist system calibrations/adjustments and steering geometry adjustments

Labour Operation Code 40071900

Time 940 TU

New GT/GTC:

W12 engine

Labour Operation code 87341900

Time 750 TU

V8 engine

Labour Operation code 87341970

Time 70 TU

Note: Front subframe remove and install is required including all applicable drive assist system calibrations/adjustments and steering geometry adjustments

Labour Operation Code 40071900

Time 950 TU

Bentayga:

W12 engine

Labour Operation Code 87341900

Time 870 TU

V8 engine

Labour Operation Code 87341920

Time 860 TU

Parts information

Refer to the ETKA parts catalogue