

Technical product information

| | |
|------------------------|---|
| Topic | Left and right hand rear seat (2nd row) - Does not slide/adjust forwards or rearwards |
| 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. | 2070544/2 |
| Level | EH |
| Status | Approval |
| Release date | |

New customer code

| Object of complaint | Complaint type | Position |
|---|---------------------------|----------|
| whole vehicle -> assemblies -> seat assembly, 2nd row | noise, vibration -> creak | |
| body fixtures and fittings -> seats, benchseat, armrests, 2nd row | functionality | |

Vehicle data

Extended Wheel Base - 5 seat specification only

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| ZV1* | 2023 | E | | * | * | * |

Equipment combinations

| |
|-------------------|
| PR numbers |
| with 3NQ |

Documents

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

Left and right hand rear seat (2nd row) - Does not slide/adjust forwards or rearwards

Customer statement / workshop findings

Customer statement

The left and right hand seat frames are locked in one position and cannot be adjusted/moved forwards or rearwards

Workshop findings

There are track stoppers fitted at the front of the left and right hand side seat frame at the locations shown in Figure1

Each track stopper is secured in place with (x1) fixing

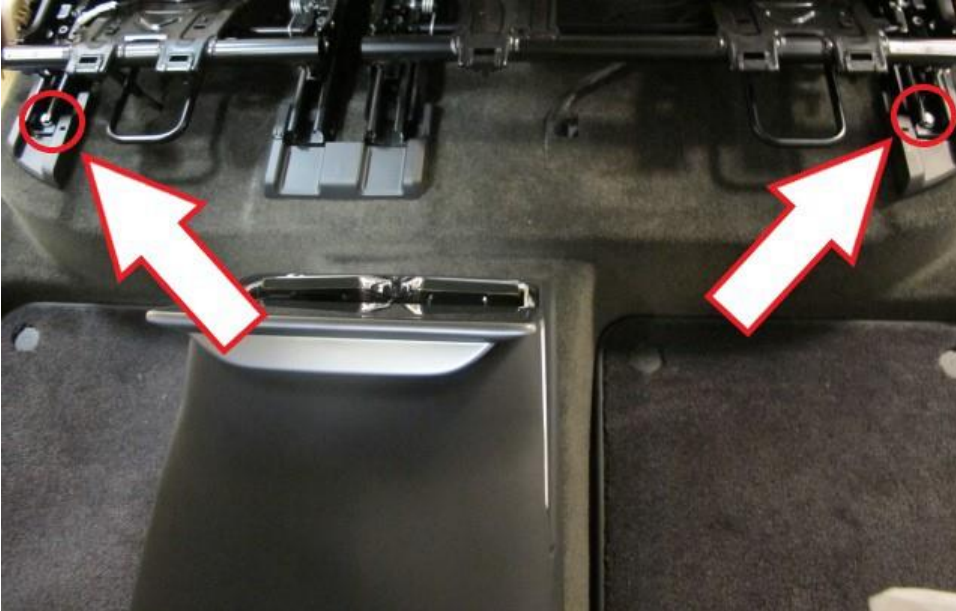


Figure 1

Figure 2 shows a close up photograph of the left hand track stopper and fixing

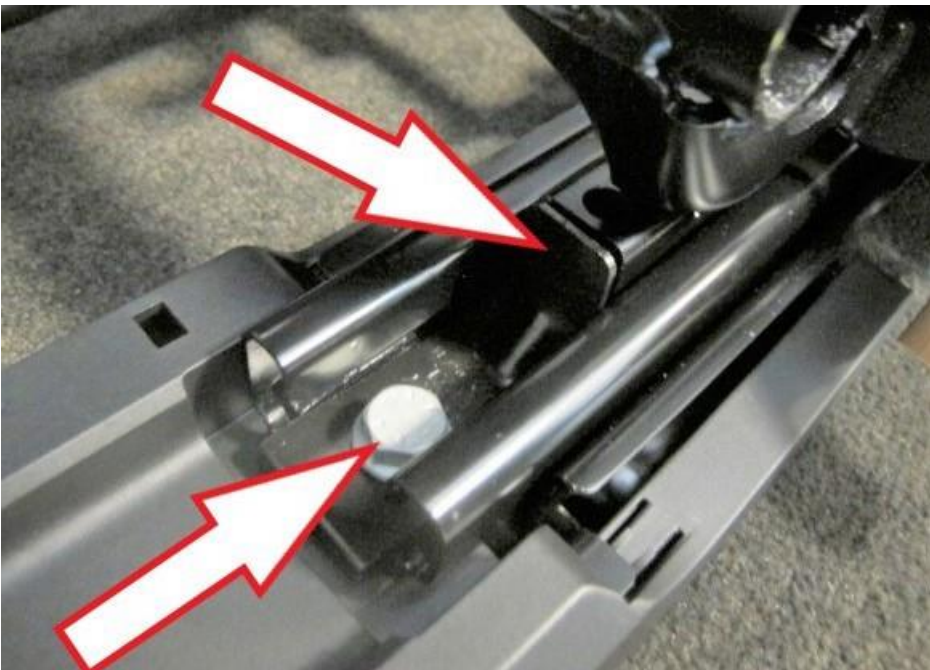


Figure 2

Figure 3 shows a close up photograph of the right hand track stopper and fixing

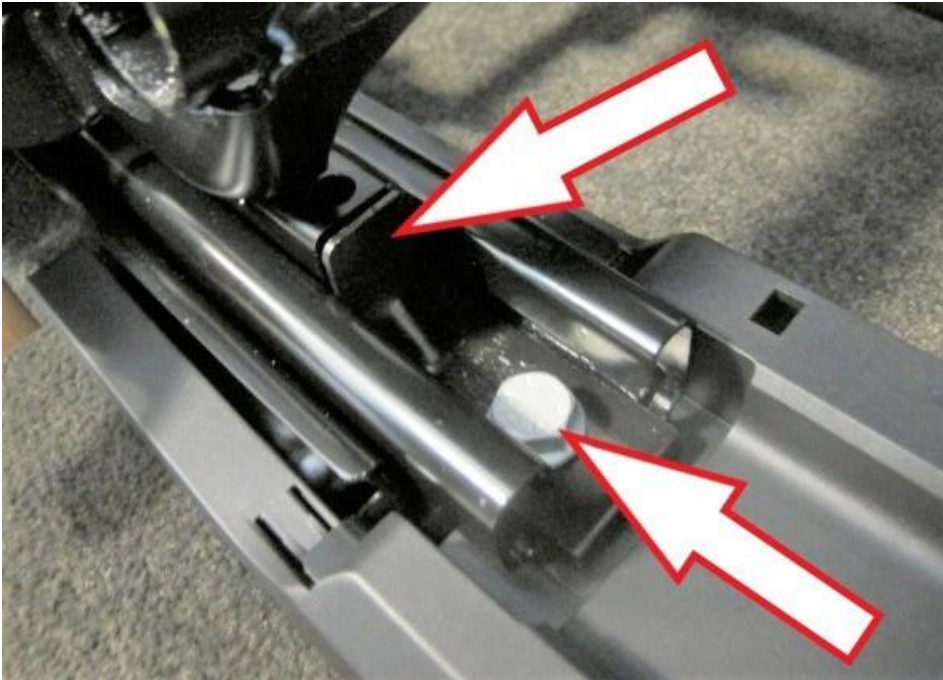


Figure 3

Technical background

The left and right hand seat frame on Bentayga Extended Wheel Base models (5 seat specification) should not be able to be adjusted/moved forwards or rearwards, the track stoppers are fitted to prevent movement of the left and right hand seat bases

⚠ CAUTION

VERY IMPORTANT: DO NOT REMOVE THE LEFT AND RIGHT HAND TRACK STOPPERS/FIXINGS UNDER ANY CIRCUMSTANCES

ⓘ NOTICE

Should one or both track stoppers be missing please raise a Technical DISS query and await feedback before conducting any further work

Production change

Not applicable

Measure

Please refer to the Technical background section