Technical product information

Topic	Driver/Passenger door/s creak on close - Bentayga
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2061582/8
Level	EH
Status	Approval
Release date	

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

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Driver and/or Passenger door creak during the “Power close” function

Technical background

Ensure the fault is as described within the Customer statement, refer to the *video on the Bentley Hub* referencing TPI 2061582/-

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

Production change

Refer to the Measure section

Measure

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

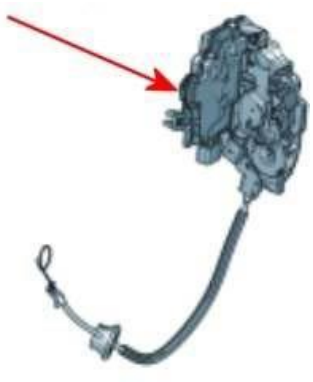

Figure 1

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 and recorded

1) To confirm which door creaks during the “Power close” function/operation – Open and close all doors (x10) times (Using the power close function)

2) Referring to the applicable Rep.Gr - Remove the front and rear door trims

3) Referring to Figure 2 - Check the date of manufacture in the location shown

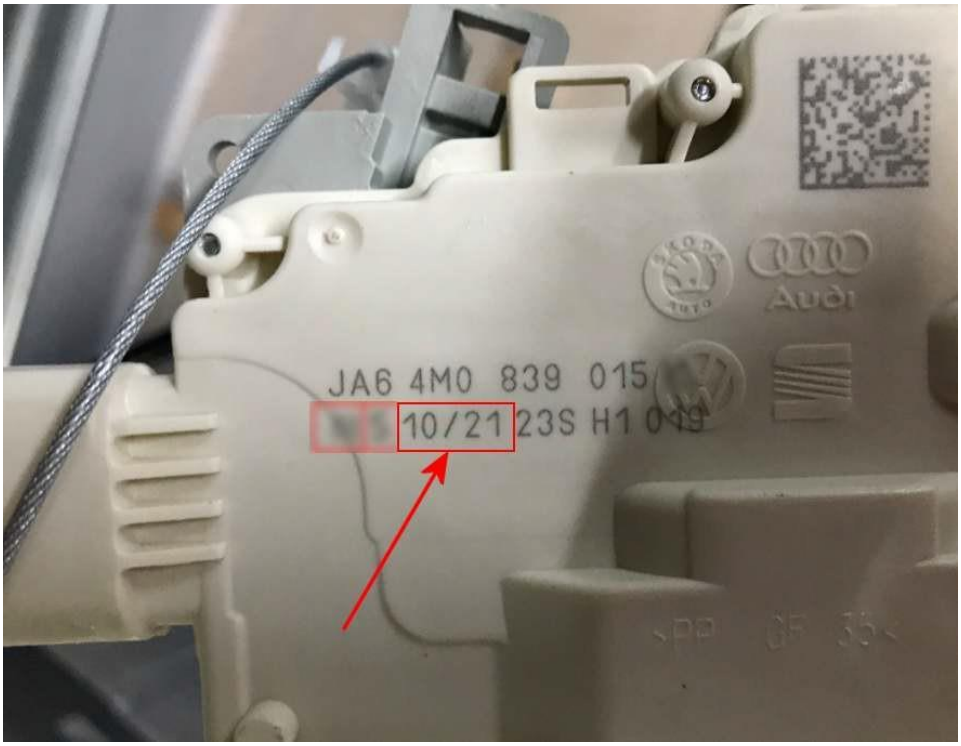

Figure 2

Latch manufacturing date code prior to 10/21

- Conduct the onward rework process (Step 4) on all latches which have a date code prior to 10/21 regardless if the creaking noise is evident or not

Latch manufacturing date code post 10/21

- Conduct the onward rework process (Step 4) **only on latches which exhibit the creaking noise**

4)) Referring to Figure 3 - Apply Dow corning Molycote 33 extreme – Low temperature grease to the inner cable

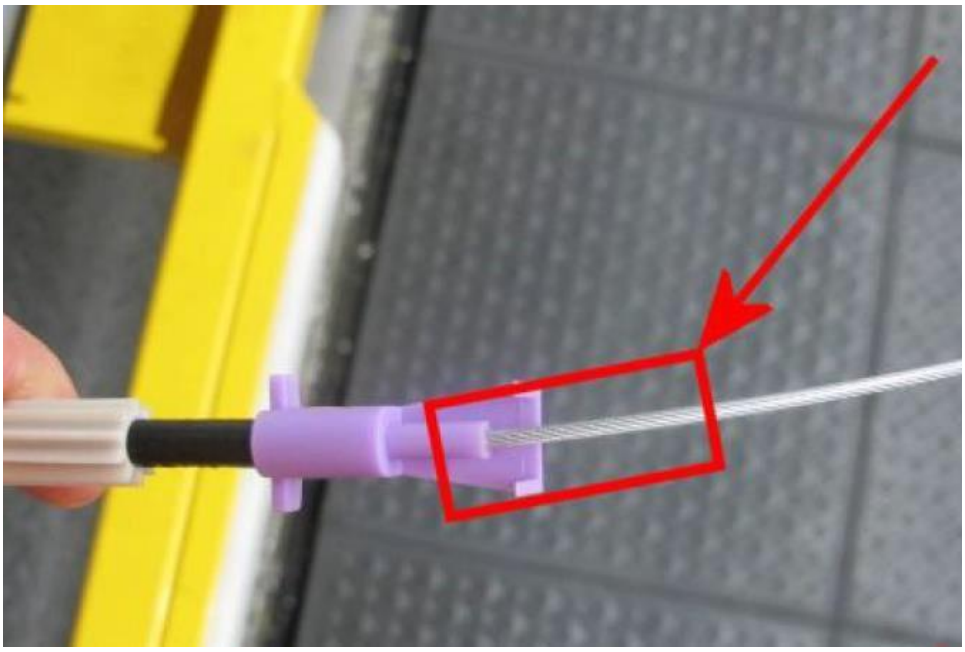

Figure 3

3) Unclip the cable from the latch (Figure 4)

Figure 4

4) Disconnect the rubber boot (Figure 5)

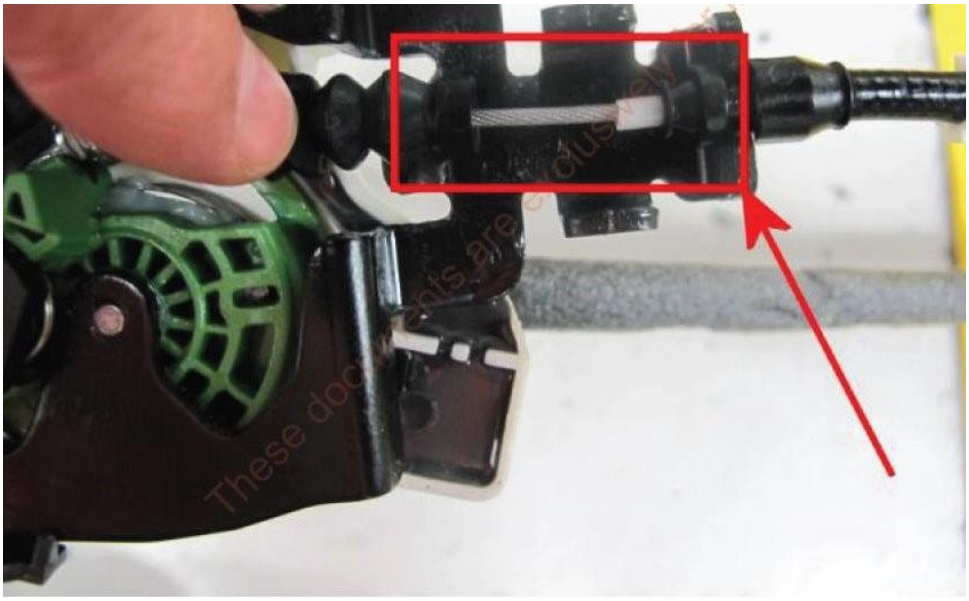

Figure 5

5) Referring to Figure 6 - Compress the rubber boot and apply Dow corning Molycote 33 extreme – Low temperature grease to the cable in the location shown

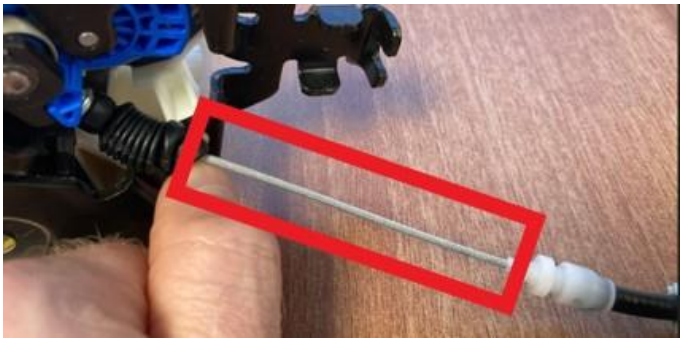

Figure 6

6) Slide the cable towards the latch (Figure 7)

Figure 7

Re-clip the Bowden cable into the latch (Figure 8)

Figure 8

7) Referring to Figure 9 - Distribute the grease by holding the inner cable and rotate the outer cable housing 180 degrees clockwise x2 and then 180 degrees anti clockwise

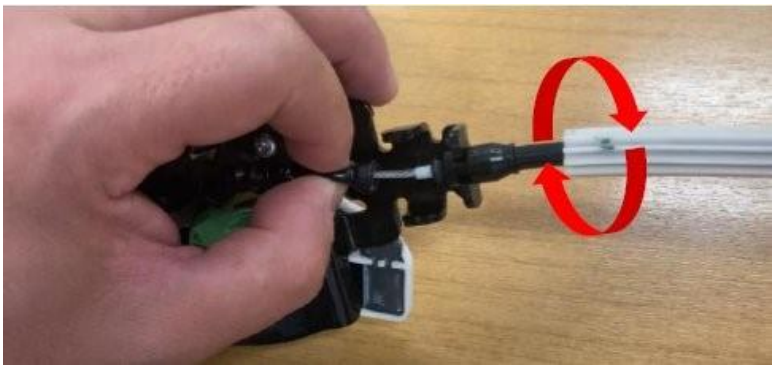

Figure 9

- Refit the rubber boot shown in Figure 10

Figure 10

8) Referring to Rep.Gr 57 (front) or Rep.Gr 58 (rear) - Refit the door latch

- Check to confirm the door creak during soft close issue is now resolved

Yes - No further action is required

No - Referring to Rep.Gr 57 (front) or Rep.Gr 58 (rear) - Replace the applicable door latch

VERY IMPORTANT: To assist in any future complaints the retailer should make a record on the vehicles repair history regarding the work which was conducted to eliminate the noise for example - Latch replacement or application the grease

9) Before returning the vehicle to the customer the operative should confirm the issue is no longer evident - Open and close all doors (x10) times (Using the power close function) to confirm the issue is no longer evident NOTE: Please ensure the open/close test is replicated in the same circumstances as when the customer experiences the issue For example - Car parked in direct sunlight

Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 57 17

Damage Code 00 20

Time to remove and refit the rear door trim

Labour

Labour operation code 70 73 19 00

Time 20 Time units

Time to remove and refit the front door trim

Labour

Labour operation code 70 59 19 00

Time 20 Time units

Time to apply the grease (front x1)

Labour operation code 57 17 49 00

Time 10 Time units

Time to apply the grease (rear x1)

Labour operation code 58 17 49 00

Time 10 Time units

Time to remove and refit x1 door latch motor (grease application)

Labour

Labour operation code 57 17 19 00

Time 40 Time units

Time to remove and refit x1 door latch motor (grease application)

Labour

Labour operation code 58 17 19 50

Time 30 Time units

Time to replace x1 door latch in the event the noise is evident after grease application (Front)

Labour operation code 57 17 55 00

Time 20 Time units

Time to replace x1 door latch in the event the noise is evident after grease application (Rear)

Labour operation code 58 17 55 00

Time 30 Time units

Parts information

The grease shown in Figure 11 **must be sourced locally**, in the event the grease type cannot be sourced please contact your supplier to enable grease of the same specification to be supplied

Transportation & Industrial

DUPONT

MOLYKOTE® 33 Light Extreme Low Temperature Grease

Grease for use under a wide range of temperature conditions for light-load applications where there is metal-to-metal or metal-to-plastic friction at low to high speeds

Features

- Good oxidation resistance
- Wide service-temperature range (-73°C to 180°C)
- Superior low-temperature characteristics
- Compatible with most plastics
- Water-resistant

Composition

- Silicone oil
- Lithium soap

Applications

Ideal for use in roller and conveyer equipment, control cables, electric motors, photographic equipment, optical equipment, measurement equipment, etc. Is also used in refrigerators or freezer equipment.

How to use

Clean points of application. As is usual with lubricating greases, apply or fill by means of a brush, spatula, or automatic lubrication device.

Handling precautions

PRODUCT SAFETY INFORMATION REQUIRED FOR SAFE USE IS NOT INCLUDED IN THIS DOCUMENT. BEFORE HANDLING, READ SAFETY DATA SHEETS AND CONTAINER LABELS FOR SAFE USE, PHYSICAL AND HEALTH HAZARD INFORMATION.

Usable life and storage

When stored between 0°C and 40°C in the original unopened containers, MOLYKOTE® 33 Light Extreme Low Temperature Grease has a usable life of 60 months from the date of production.

Typical properties

Specification writers: These values are not intended for use in preparing specifications. Please contact your local MOLYKOTE® sales representative prior to writing specifications on this product.

Standard[1]	Test	Unit	Result
	Color		White
Consistency, density, viscosity			
DIN 51 562	Kinematic base oil viscosity at 25°C	mm²/s	100
ISO 2137	Worked Penetration	mm/10	300 - 340
	NLGI class		Appr. 1
ISO 2811	Density at 25°C	g/cm³	0.98
Temperature Range			
	Service temperature range	°C	-73 to 180
IP 396/02	Dropping point	°C	≥ 190
ASTM D1478-80	Low-temperature torque test at -73°C		
	Initial breakaway torque	Nm	65×10^{-3}
	Torque after 20 min running time	Nm	30×10^{-3}
Oil Separation			
ASTM D 6184	Bleed (150°C / 24 h)	%	≤ 5.6
ASTM D 6184	Evaporation (150°C / 24 h)	%	< 3.6
DIN 51817	Oil Separation (40°C / 7 days)	%	5.8
Load-carrying capacity			
DIN 51350 pt. 4	Four-ball weld load (1,500 rpm / 1 min)	N	1,400
	Maximum On value	mm/min	250,000

[1] DIN: Deutsche Industrie Norm, ISO: International Standardization Organization, ASTM: American Society for Testing and Materials, IP: Energy Institute IP Test Method

Figure 11

In the event a door latch is required to be replaced please refer to the ETKA parts catalogue