

Technical product information

Topic	Bentayga Front brake squeal - 1.5 KHz to 2.0 KHz
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.	2054862/10
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> brake system	noise, vibration	

Vehicle data

Bentayga series

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		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	C	000001	037924		

Documents

Document name
master.xml

Customer statement / workshop findings

Front brake squeal with a frequency of 1.5 KHz to 2.0 KHz

Technical background

Modified front brake Callipers and modified front brake disc guard plates are available on receipt of a qualifying DISS query

Referring to Figure 1, the replacement front callipers have a Dynamic absorber fitted (A), the brake disc guard plates (B) are pre modified to fit around the absorber

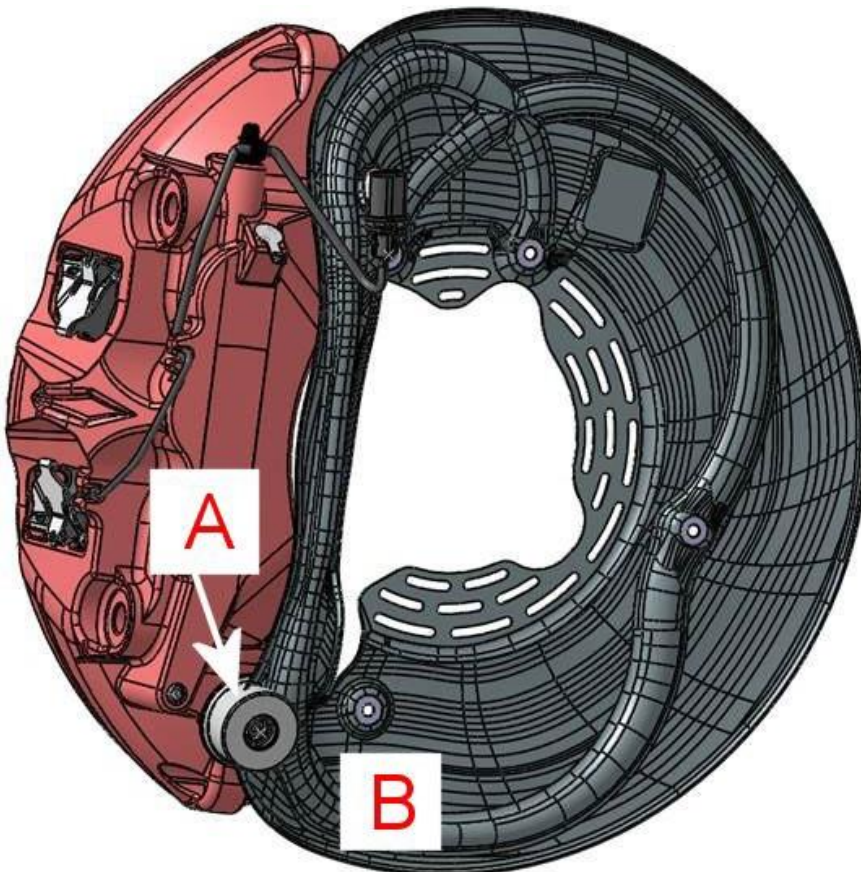


Figure 1

Production change

SJAAD14VXMC037924 - With black front brake calliper

SJAAL1ZV1MC037774 - With red front brake calliper



Should any issues be evident post the afore mentioned VCO's please raise a DISS query before conducting any further work

Measure

1) Refer to Brake Noise Identification TPI 2052785/- and supply a recording and confirmation of the brake squeal including frequency



Refer to the Bentley Hub (Reference TPI 2054862/-) for an example of the specific brake noise

- Confirm the brake components are in a serviceable condition



Should the brake discs or brake pads not be in a serviceable condition this must be amended and retested to confirm if the squeal is still evident before replacing the brake callipers and brake disc guard plates

Normal Warranty and Elsa pro guidelines apply regarding brake disc and pad replacement as follows:

All authorised Bentley Retailers must guarantee their workmanship for 12 months or 12,000 miles (19,300 kilometres), whichever occurs first

Wear and Tear and Service Items

Items where the lifetime of the component is or can be influenced by driving style and external factors will only be considered under the terms of the Warranty for a period of six months or 6,250 miles (10,060 kilometres), whichever occurs first. Beyond that limit, the defects must be classified as wear and tear and will not be covered by the Warranty

IMPORTANT: For frequency analysis the noise recording equipment Bentley Motors recommends is - Chassis ear tool **WT 10437**

- If the sound recording produces a frequency of 1.5 KHz to 2.0 KHz and the brake components are in a serviceable condition carry out the onward instructions

NOTE: Within this procedure there are single use items, please ensure you have stock of the suggested parts prior to starting the procedure - Refer to applicable repair manual chapters and the ETKA parts catalogue

Removal of original components

2) Remove both front brake callipers and brake pads - Refer to Repair manual Rep.Gr 47

- Remove both front brake discs - Refer to Repair manual Rep.Gr 46
- Remove both front brake disc guard plates - Refer to Repair manual Rep.Gr 46



Should the brake discs and/or brake pads not be in a serviceable condition the applicable parts must be replaced NOTE: Normal Warranty and Elsa pro guidelines apply regarding brake disc and pad replacement

Fitting the replacement modified components

3) Fit both front brake disc guard plates - Refer to Repair manual Rep.Gr 46

- Fit both front brake discs - Refer to Repair manual Rep.Gr 46
- Fit the replacement front brake callipers and brake pads - Refer to Repair manual Rep.Gr 47
- Referring to Figure 2, once fitted check and confirm the disc guard plates are not touching the brake calliper Dynamic absorber

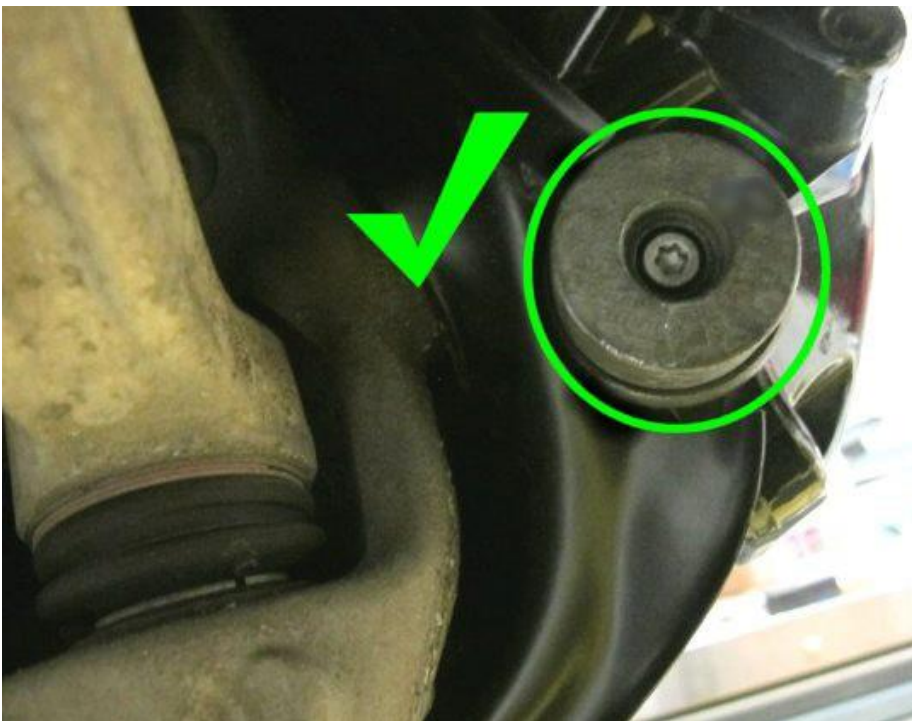


Figure 2

Warranty accounting instructions

Right and Left hand front - Guard plate and Calliper removal and refitting

Warranty Type 110 or 910

Damage Service Number 47 39

Damage Code 00 20

Labour

Labour Operation Code 47 39 42 00

Time 190 Time units

Frequency diagnosis including road test

Labour

Labour Operation Code 47 01 01 00

Time 80 Time units (includes road test 01 21 00 00 - 50 Time units)

Parts information

Description	Part Number
Left brake disc guard plate	36A615311A
Right brake disc guard plate	36A615312A
Right hand calliper (Black)	36A615108D
Left hand calliper (Black)	36A615107D
Right hand calliper (Red)	36A615108E
Left hand calliper (Red)	36A615107E
Disc guard plate fixings	Refer to ETKA
Front Calliper fixings	Refer to ETKA

Customer information

Exclusions from Warranty

Warranty claims are excluded in cases where the claim is directly related to the fact that:

- The customer failed to report the defect as soon as it became apparent or did not allow the required repairs to be carried out as soon as possible
- The fault was caused by outside influences, such chemical or vegetation damage, flying gravel/stones, aggressive cleaning agents, etc
- The vehicle has been previously repaired without following Bentley Motors repair procedures
- Parts have been fitted to the vehicles that are not approved by Bentley Motors
- The customer has failed to follow the regulations for use of the vehicle
- The vehicle was overburdened or used for purposes for which it was not intended (e.g.racing, towing excessive loads, etc.)
- Natural wear and tear is excluded from the Warranty