

Technical product information

Topic	Audible creak from the lower/central A Post when opening and/or closing the front door/s
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.	2064482/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation -> open door	noise, vibration -> noise	front left
body fixtures and fittings -> door, closures operation -> open door	noise, vibration -> noise	front right
body fixtures and fittings -> doors -> door	noise, vibration -> noise	
body fixtures and fittings -> door, closures operation -> close door	noise, vibration -> noise	front left
body fixtures and fittings -> door, closures operation -> close door	noise, vibration -> noise	front right

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Audible creak coming from the lower/central A post in the vicinity of the check strap fixing point (Figure 1) during the opening and/or closing of the driver/passenger door



Figure 1

Technical background

To confirm the issue is as described within the Customer statement refer to the video on the Bentley Hub referencing TPI 2064482/- In the event that the noise is as shown within the video the instructions within the Measure section should be followed

Production change

Not applicable

Measure



IMPORTANT: The use of eye protection is highly recommended when conducting the onward instructions

The procedure is symmetrically the same for both sides of the vehicle

1) The operative must record a video which clearly shows the VIN and the noise before the rework instructions are conducted

Hint: The video is required for warranty purposes, in the event the before and after rework videos are not supplied via a new or existing DISS query the warranty claim may be cancelled

Note: In the event the noise is evident on both sides the operative must provide videos showing the noise on both sides

2) Referring to Rep.Gr 70 - Remove the A post centre trim

- Referring to Figure 2 - Locate the opening shown (circled)



Figure 2

- Locate the opening within the A post - Refer to Figure 3 (Point A)
- Referring to (Point B) - Locate the lower end of the hinge reinforcement panel

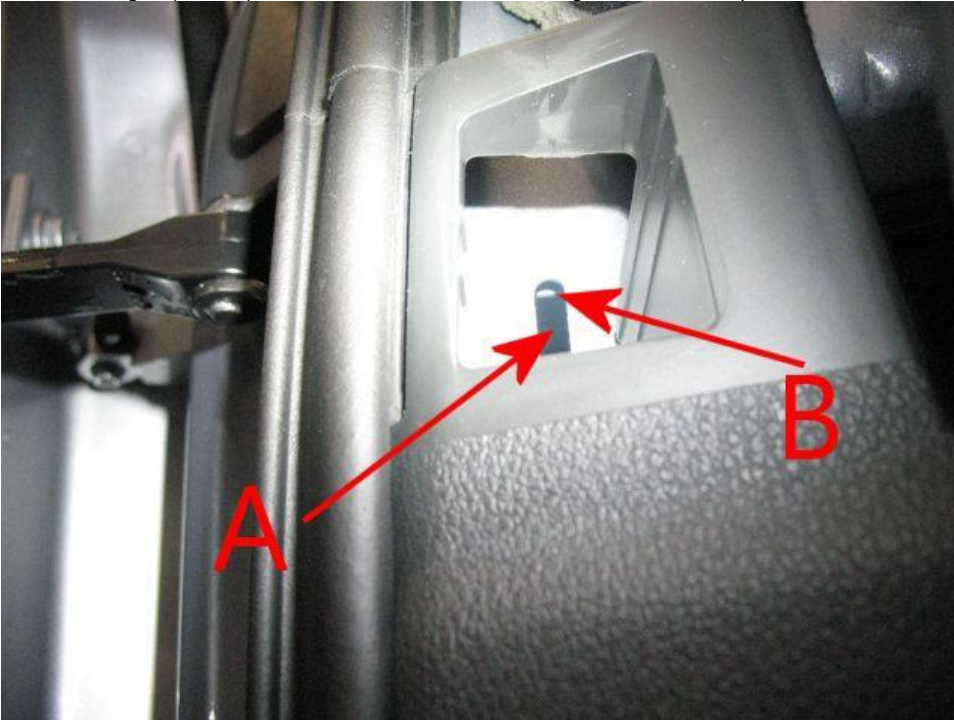


Figure 3

3) Referring to Figure 4 - Place a suitable drift with a diameter of 4mm onto the hinge reinforcement panel as shown



Figure 4

- Using a suitable hammer in conjunction with the drift - Relocate the hinge reinforcement panel forward by 10 mm

TIP: This creates enough space between the hinge reinforcement panel and the inner face of the A Post panel, the two panels can no longer rub against each other when opening and/or closing the door

4) Open and Close the door 20 times in total, ensuring the check arm reaches its maximum point each time

5) Once confirmed as successful (No creaking noises are evident) - Apply wax spray into the applicable area to protect from corrosion (Figure 5)



Figure 5

6) Refit all previously removed components

7) The operative must record a video ensuring the VIN is shown and also evidence that the creaking noise issue is resolved after the rework instructions were conducted

Hint: The video will be required for warranty purposes, in the event the before and after rework videos are not supplied via a new or existing DISS query the warranty claim may be cancelled

NOTICE

NOTE: In the event the issue is resolved no further action is required however should the issue be still evident, the operative should open a new DISS query or respond via the open DISS query and await feedback before conducting any further work

Warranty accounting instructions

Rework time for one side of the vehicle

Warranty type - 110 or 910

Damage Service Number 57 59

Damage Code 00 20

Labour

Labour Operation Code 57 59 41 00

Time 40 TU



The operative must of recorded a video which clearly shows the VIN and the noise before and after the rework instructions were conducted

Hint: The videos will be required for warranty purposes, in the event the before and after rework videos are not supplied via a new or existing DISS query the warranty claim may be cancelled

Parts information

Wax spray - Source locally