Technical product information

Topic	Driver / Passenger door(s) creak on close - All models (frond and/or rear)
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.	2071525/1
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 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		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

New Continental GT/C and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Driver and / or Passenger door creak during the “Power close” function - Front and / or rear (Depending on vehicle type)

Technical background

Ensure the fault is as described within the Customer statement Workshop findings section before continuing

NOTICE

IMPORTANT NOTICE: Do not under any circumstances replace any power door close latches or power close door latch cables during the Pre Delivery Inspection (PDI) process

NOTICE

In the event a customer complaint has been received after the PDI has been conducted

And

The vehicle is post the VIN cut off (see below) the operative should raise a technical DISS query and await feedback before conducting any work, ensuring a video of the issue is attached to the DISS query, the operative must await feedback via the open DISS query before continuing with any further work

New Continental GT - SCBCT2ZG1PC012007

New Continental GTC - SCBD133S9PC012009

New Flying Spur - SCBBY53S7RC013869

Bentayga - SJAAB14V2RC025067

However

In the event a customer complaint has been received and the VIN is prior to the previously listed VIN cut off the operative should raise a DISS query and conduct the instructions within the Measure section of this TPI **to replace the applicable power close door latch cable only**

Hint: In this scenario permission is not required via the open DISS query to replace the cable, the operative should replace the cable as described within the Measure section of this TPI

Note: The instructions within the Measure section are the same regardless of vehicle type

VERY IMPORTANT: A video showing the creaking noise must be attached to a new or existing DISS query regardless if the VIN is prior or post the previously listed VIN’s failure to provide the required information could result in warranty claims being cancelled

The operative must avoid impact to the latch, in case of accidental damage or impact the latch must be replaced, a technical DISS query must be raised in this scenario to gain permission to replace the power close door latch

NOTE: Warranty claims submitted for accidental damage or impact will not be approved via warranty

Production change

-

Measure

1) Record a clear video of the door creak issue from the applicable door as follows:

- The video must be recorded in a quiet environment
- The video must be recorded in the same environment in which the customer experienced the issue

For example: Noise occurring from the drivers door when the car is parked in direct sunlight at temperatures over 18 Degrees Celsius

2) Referring to Figure 1 - With the door open - Use a suitable non metallic tool - Close the latch

Hint: Whilst closing the latch the operative must listen for the creaking noise

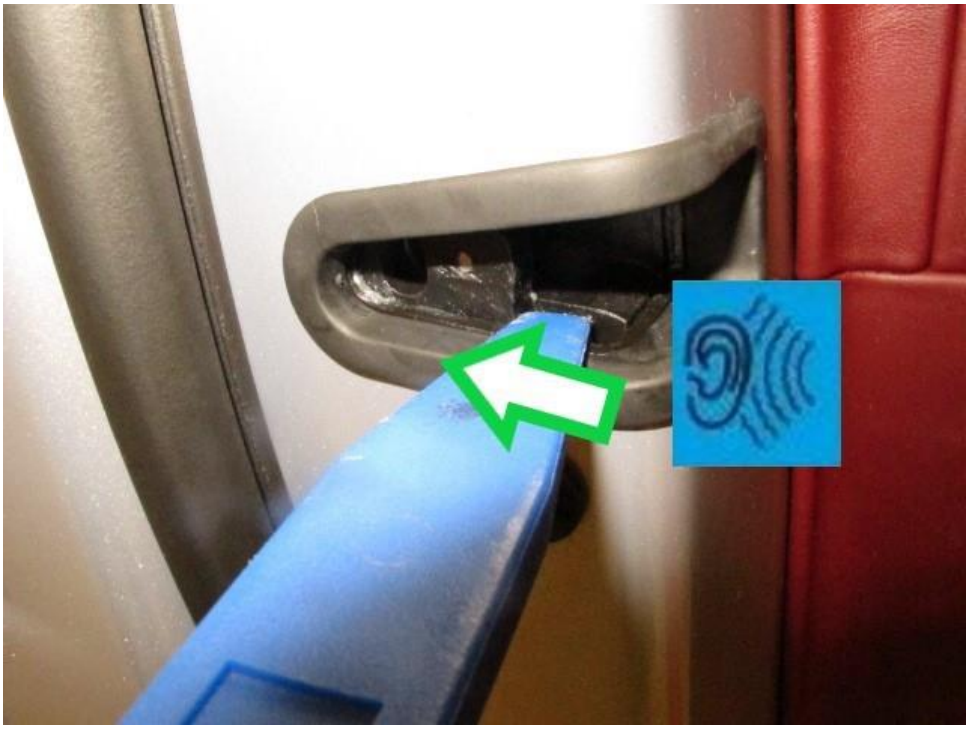

Figure 1

With the door open - Does the latch creak during the latch close operation?

YES - Record a clear video of the noise with the door open when closing the latch using a non metallic tool - Go to Step 3

NO - The issue is not related to the door latch, continue with further investigation for example: Striker profile, the operative must also refer to Elsa Pro and check for any VIN related TPI's

3) In the event the door latch is creaking as described in Step 2 - Refer to Rep.Gr 57 or 58 and replace the applicable power close door latch motor cable as described within the onward instructions

Power close door latch cable replacement

Hint: Although the original cable will be discarded after removal it is best practice to follow all instructions as detailed regardless if removing the original cable or fitting a new replacement cable

4) Referring to Figure 2 (Circle) - Hold the cable at the location shown (end fitting)

IMPORTANT: Do not hold the cable at any other point than the end fitting

Release the tension from the cable/spool as detailed within the onward instructions

CAUTION
Do not under any circumstances directly rotate the spool by hand or with a tool to release the tension of the cable

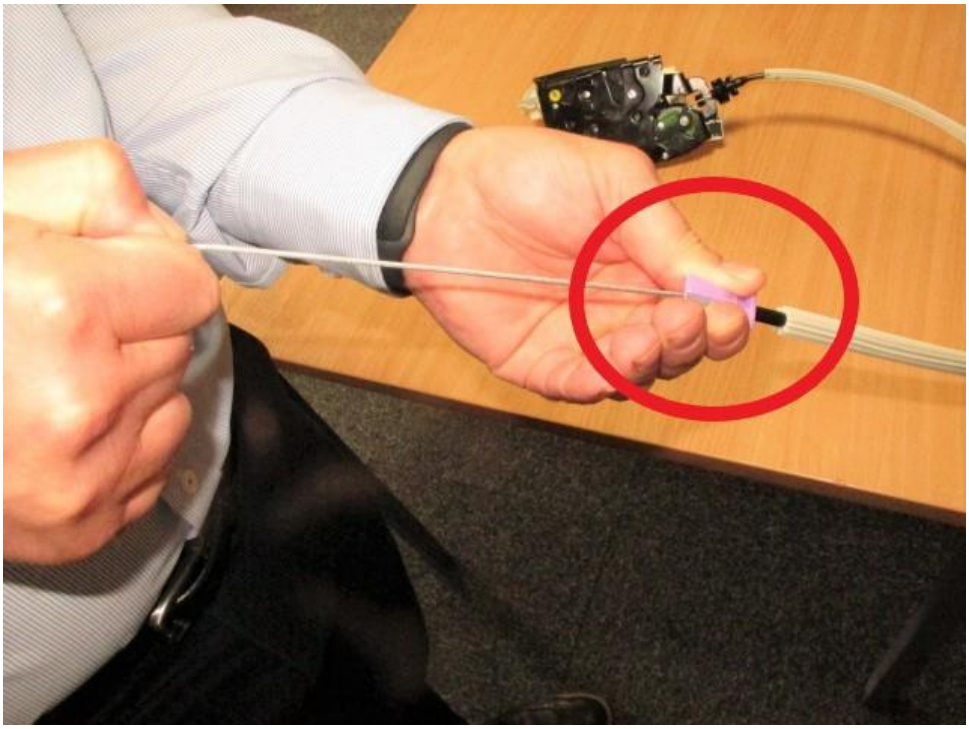

Figure 2

5) Referring to Figure 3 – Grip / hold the cable end as shown

Figure 3

CAUTION
Do not grip / hold the cable as shown in Figure 4 as the cable can be easily damaged/bent (this is imperative when fitting the new replacement cable)

Figure 4

6) Pull the cable outwards (Figure 5) until the spool reaches the end stop (Figure 6)

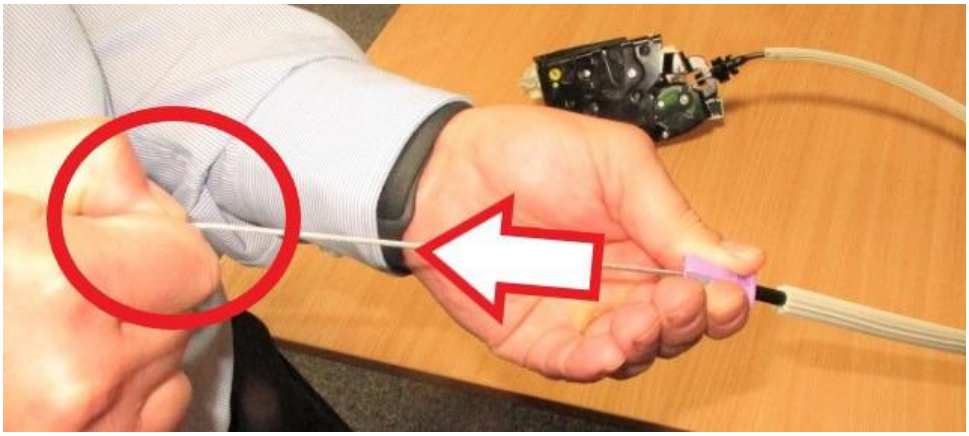

Figure 5

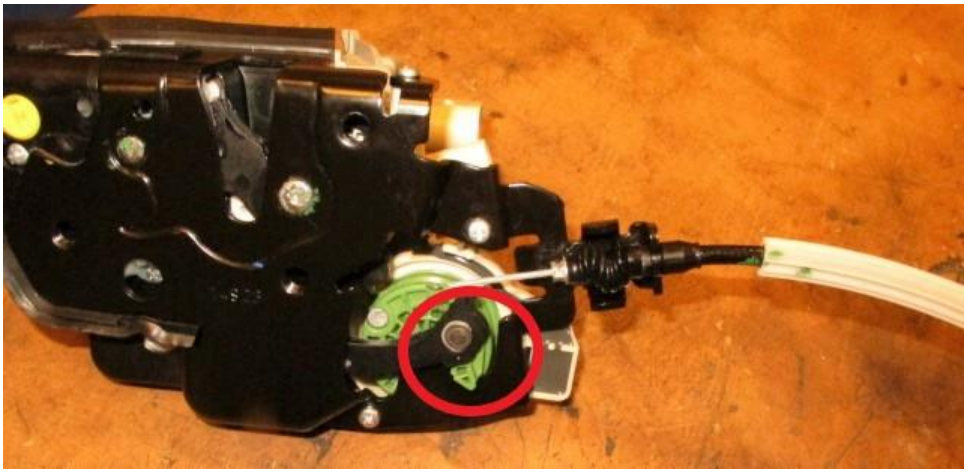

Figure 6

NOTICE

Take note of the cable barrel end and cable position within the spool prior to removal, this is to ensure the new cable is fitted in the same location

7) Once the spool reaches the end stop, a second operative is required to lock the spool in position using a cable tie (4.8mm x 200mm) at the location shown in Figures 7 and 8

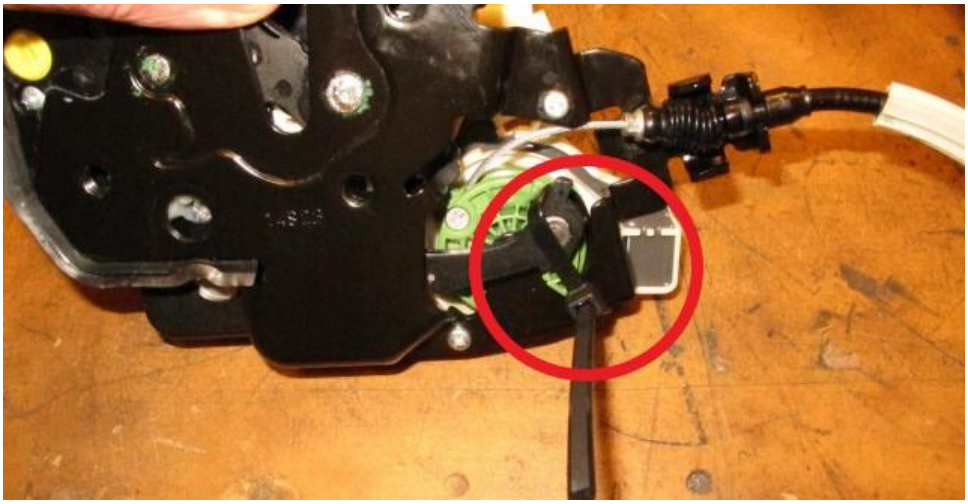

Figure 7

Figure 8

CAUTION

Take care when fitting the cable tie as the spool tensioning spring can be partially dislodged (Figure 9) or completely dislodged (Figure 10) in this scenario the spring should be relocated back to its original home position (refer back to Figure 8)

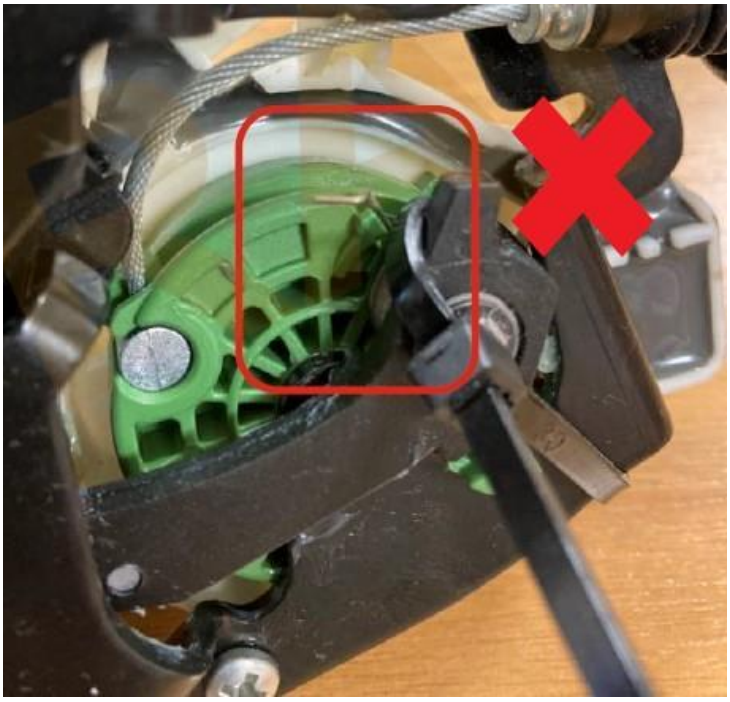

Figure 9

Figure 10

Hint: The inner cable should not be under any tension once the spool has been secured

8) With care manoeuvre the cable barrel end out and away from the spool (Figure 11)

Figure 11

9) With care manoeuvre the outer cable housing out and away from the bracket (Figure 12)

Hint: The colour and material of the outer cable housing can vary, however the instructions are the same regardless

Figure 12

10) Immediately discard the original cable ensuring all local environmental guidelines are followed

Power latch cable installation

Installation is the opposite of removal noting the following:

CAUTION

The cable can be easily bent / damaged during fitment into the spool, the cable could also be easily trapped under the bracket

– Figures 13 shows an example of the cable trapped/damaged during fitment

Figure 13

11) Referring to Figure 14 - Fit / locate the cable barrel end into the spool (A) ensuring the barrel end is fully located into the spool

- Guide the cable into the spool ensuring the cable is seated within the spool
- Push / fit the outer cable housing into the bracket (B)

Hint: Ensure the cable housing is fully inserted into the bracket

- Confirm the tensioning spring is located correctly as shown **(ARROW)**

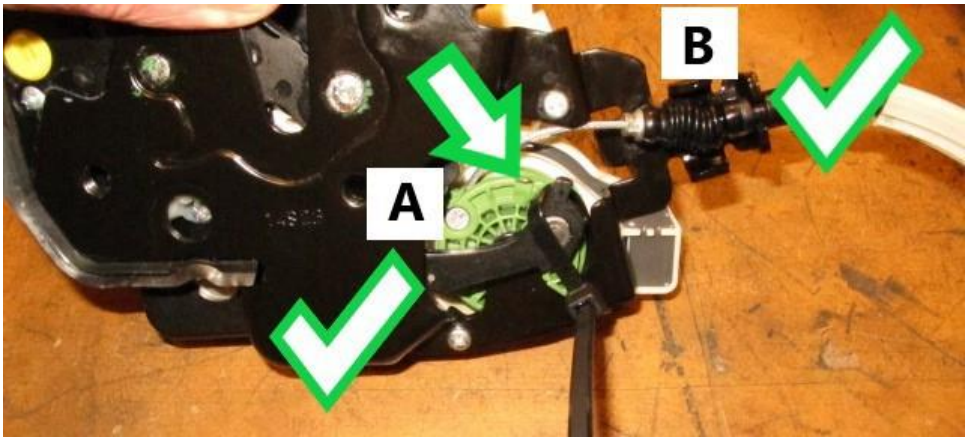

Figure 14

The operative must refer to the **CAUTION** notice below before cutting the cable tie

CAUTION

A second operative must hold the tension of the cable whilst the cable tie is cut as the spool will quickly retract which can damage the spool / cable, whilst cutting the cable tie a second operative should slowly release the cable to allow the spool to rotate slowly and wind the cable onto the spool

On completion the assembly should be as shown in Figure 15

- Check the cable has wound successfully onto the spool
- Check the boot and cable boss is not damaged / split or cut

Figure 15

12) referring back to Figure 8 - Check the spool tensioning spring is located correctly

CAUTION

During the next part of the procedure the operative must operate (open / close the latch spool) - Do not bend the cable when conducting the operations, Figure 16 details the correct way to hold the cable without causing any damage to the cable

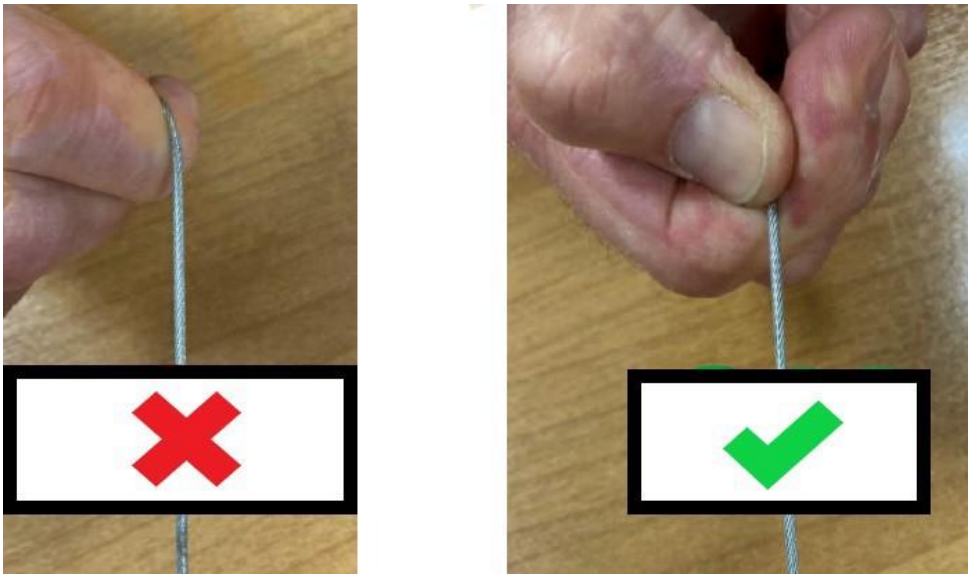

Figure 16

13) Referring to Figure 17 - Open and close the latch spool (x10) times whilst monitoring the operation of the spool / cable

CAUTION
The operative must hold the cable exactly as shown ensuring the end fitting is held as shown in Figure 5

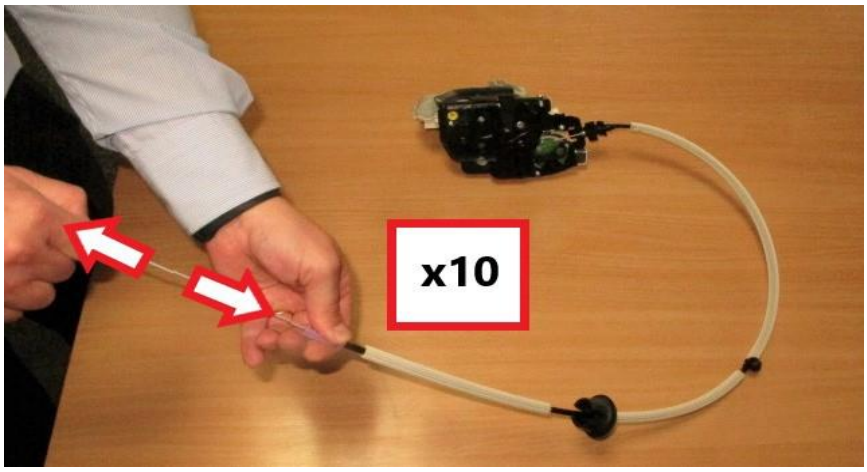

Figure 16

14) Should the spool/cable be operating to specification apply a yellow paint mark at the location shown in Figure 17 before refitting Note: The yellow paint mark confirms the cable has been replaced

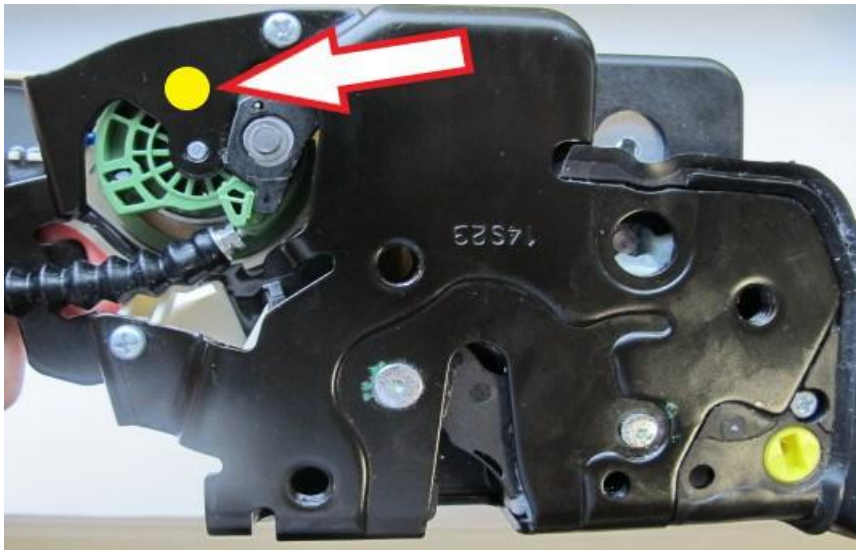

Figure 17

15) Before returning the vehicle to the customer, the operative should confirm the issue is no longer evident - Open and close the applicable door(s) x10 times using the power close function

NOTE: Please ensure the power close function (step 15) is replicated in the same circumstances when the customer experienced the issue ***For example: Noise occurring from the drivers door when the car is parked in direct sunlight at temperatures over 18 Degrees Celsius***

VERY IMPORTANT: To assist in any future complaints the retailer should make a note on the vehicles repair history regarding the work which was conducted to eliminate the noise

For example - Drivers power close door latch cable replacement

Warranty accounting instructions

Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 57 17

Damage Code 00 20

Bentayga

Time to remove and refit the rear door trim

Labour operation code 70 73 19 00

Time 20 TU

Time to remove and refit the front door trim

Labour operation code 70 59 19 00

Time 20 TU

Time to remove and refit x1 door latch (Front)

Labour operation code 57 17 55 00

Time 20 TU

Time to remove and refit x1 door latch (Rear)

Labour operation code 58 17 55 00

Time 30 TU

Time to remove and refit x1 door latch cable (Front)

Labour operation code 57 37 19 50

Time 10 TU

Time to remove and refit x1 door latch cable (Rear)

Labour operation code 58 37 19 55

Time 10 TU

New Continental GT and New Continental GTC

Time to remove and refit x1 front door latch

Labour operation code 57 17 19 00

Time 150 TU

Time to remove and refit x1 door latch cable (Front)

Labour operation code 57 37 19 50

Time 10 TU

New Flying Spur

Time to remove and refit x1 door latch (Front)

Labour operation code 57 17 19 00

Time 80 TU

Time to remove and refit x1 door latch (Rear)

Labour operation code 57 17 55 00

Time 50 TU

Time to remove and refit x1 door latch cable (Front)

Labour operation code 57 37 19 50

Time 10 TU

Time to remove and refit x1 door latch cable (Rear)

Labour operation code 58 37 19 55

Time 10 TU

Parts information

Bentayga - Bentayga EWB

Front - 3SE 837 085C

Rear - 3SE 839 085C

New Flying Spur

Front and Rear - 3SE 837 085C

New Continental GT and New Continental GTC

Front - 3SD 837 085C