

Technical product information

Topic	Front seat adjustment switch broken / damaged - Warranty replacement guidelines
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.	2072330/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> operation and control, seats, seatbench, armrests, 1st row -> electrical seat adjustment, 1st row	functionality -> without function / defect	
body fixtures and fittings -> operation and control, seats, seatbench, armrests, 1st row	functionality	
body fixtures and fittings -> operation and control, seats, seatbench, armrests, 1st row	component / consumables	

Vehicle data

New Continental GT / GTC 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
seatadjustmentswitchquestionnaire.pdf

Customer statement / workshop findings

Front seat adjustment switch is broken / damaged

Technical background

NOTICE

The following photographs show examples of damage to the front seat cushion switch and leg support cushion adjustment switch

However

The damage could also be evident on one or a combination of the following switches:

- Backrest
- Head restraint
- Lumber support
- Back massage
- Bolster switches

Referring to Figure 1 - The seat cushion switch is out of position, this damage was caused by misuse / force (Figure 1)



Figure 1

Figure 2 shows the switch in the correct position (No damage)



Figure 2

Referring to Figure 3 - The leg support cushion switch is broken (Point A)

Damage is also evident on the switch pack outer cover (Point B) due to excess force being applied to the switch

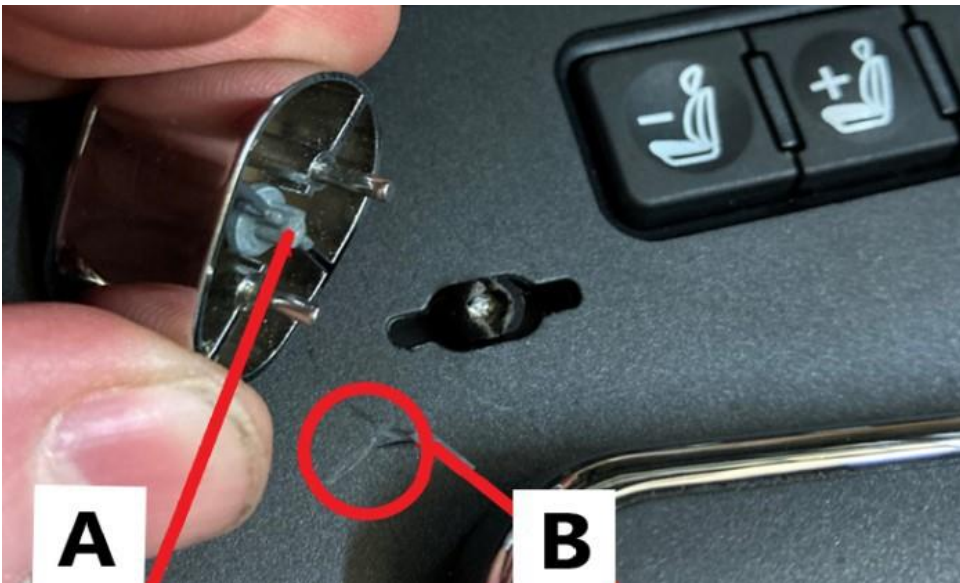


Figure 3



Should any seat adjustment switches be identified as damaged at the time of vehicle delivery or during the Pre Delivery Inspection (PDI) the operative must conduct Section 1 within the Measure section

Or

Should any of the seat adjustment switches be identified as damaged after the Pre Delivery Inspection (PDI) has been conducted the operative must conduct Section 2 within the Measure section

Production change

Not applicable

Measure

[Section 1 - Seat adjustment switch found damaged at the time of vehicle delivery or during the Pre Delivery Inspection \(PDI\)](#)

To allow Bentley Motors to investigate the cause of the damage / breakage the operative must raise a technical DISS query and supply the information as detailed below:

- Confirmation of switch damage (e.g. leg support cushion switch broken)
- Completed questionnaire (attached)
- Current ODIS log
- Photographs of the broken / damaged seat adjustment switch at the time of vehicle delivery
- Photographs of any damage to the switch pack outer cover

NOTICE

Failure to include any of the requested information could result in the warranty claim being cancelled

IMPORTANT: Await feedback via the open DISS query before conducting any further work

Section 2 - Seat adjustment switch found damaged after the Pre Delivery Inspection (PDI) has been conducted

To allow Bentley Motors to investigate the cause of the damage / breakage the operative must raise a technical DISS query and supply the information as detailed below:

- Confirmation of switch damage (e.g. leg support cushion switch broken)
- Completed questionnaire (attached)
- Current ODIS log
- Photographs of the broken / damaged seat adjustment switch
- Photographs of any damage to the switch pack outer cover

NOTICE

Failure to include any of the requested information could result in the warranty claim being cancelled

IMPORTANT: Await feedback via the open DISS query before conducting any further work

Warranty accounting instructions

Parts should not be replaced under warranty unless the questionnaire within the Measure section has been conducted and approved via the open DISS query

Warranty Type 910 or 110
Damage Service Number 72 86
Damage Code 00 10

New Continental GT / GTC

Seat adjustment switch replacement

Labour Operation Code 72 86 19 00 (Use 99 index until 08/02/23)
Time 30 TU

New Flying Spur

Seat adjustment switch replacement

Labour Operation Code 72 86 19 50
Time 10 TU

Time to remove and refit the front left seat

Labour Operation Code 72 01 19 01
Time 40 TU

Time to remove and refit the front right seat

Labour Operation Code 72 01 19 02
Time 40 TU

Parts information

Refer to the ETKA parts catalogue

New Continental GT / GTC and New Flying Spur - Front seat adjuster switch broken or damaged (driver and/or passenger side) - Questionnaire

Date:

Model:

Model Year:

VIN:

DISS Number:

Retailer name:

1) Which seat adjustment switch is broken - driver or passenger?

2) Which part of the switch is broken? (e.g. front seat cushion adjustment switch)

3) Please share a detailed description of the scenario leading up to the seat adjustment switch being broken

4) Did the issue occur when entering or exiting the vehicle?

5) Did the issue occur when an occupant in the rear was exiting the vehicle? **(New GT and New GTC only)**

6) How was the force applied to the seat adjustment switch that led to the issue? Was force applied directly from an occupant to the switch, or indirectly (e.g. Foot contacted the switch)

7) Was the occupant sitting on the seat when making the adjustments or were the adjustments being made before the occupant was sitting on the seat (e.g. Leaning into the vehicle to make the pre adjustments before sitting on the seat)
