

Technical product information

Topic	Engine vibration/humming at idle - Active engine mount diagnosis guidelines
Market area	Russische Föderation (5RU),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.	2066843/1
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
00BA - Subframe mount	C113111: Actuator 1 for assembly mounting Short circuit to Ground (GND)		Intermittent
00BA - Subframe mount	C113111: Actuator 1 for assembly mounting Short circuit to Ground (GND)		static

New customer code

Object of complaint	Complaint type	Position
vehicle service -> IT systems -> SVM (software version management)	functionality -> cannot be started	
whole vehicle -> assemblies -> engine assembly	noise, vibration -> noise	

Vehicle data

Bentayga Speed

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14G9	2020	E		*	*	*
4V14G9	2021	E		*	*	*
4V14G9	2022	E		*	*	*
4V14G9	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

Engine vibration/humming noise at idle

Workshop findings

DTC C113111 - 307 - Actuator 1 for assembly mounting Short circuit to Ground (GND) evident within the engine mounting control module - Diagnostic address 00BA

Technical background

In the event the issue is as described, refer to the Measure section of this TPI

Production change

Not applicable

Measure

- Inspect the active engine mounts for any signs of

leakage No leakage found

- Replace the active engine mounting control module - Diagnostic address 00BA and retest

NOTE: Should the issue still be evident after replacing the active engine mounting control module, the operative must raise a technical DISS query and await feedback before conducting any further work

Leakage found on one or both active engine mounts from VIN SJAAH14V1LC027866

- Raise a DISS query and await feedback before conducting any further work

IMPORTANT: Once permission has been given via the open DISS query to replace the active engine mounts for this TPI only, BOTH Active engine mounts MUST always be replaced

Leakage found on one or both active engine mounts upto VIN SJAAH14V1LC027866

- Refer to TPI 2060418/-

IMPORTANT: The active engine mounts for this TPI only, BOTH Active engine mounts MUST always be replaced

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In the event the active engine mounts were replaced the following must also be conducted

- Carry out wheel alignment and ensure the driver assist system calibrations are performed (Depending on vehicle specification) as follows:
- Vehicle front + rear measured wheel alignment checked
- Rear wheel camber adjust
- Rear wheel track adjust
- Front wheel camber adjust
- Front wheel track adjust
- (ACC) - Radar sensor checked + adjusted
- Overhead view camera adjusted
- Driver assist camera adjusted
- Control unit for (Lane change assist) adjusted
- Night vision system calibration
- Headlamps to adjust

Warranty accounting instructions

Warranty type 110 or 910

Damage code 00 20

Damage service number 10 35

Replacement of the left hand Active Engine Mount

Labour operation code 10 35 19 51

Time 10 Time units

Replacement of the right hand Active Engine Mount

Labour operation code 10 35 19 52

Time 10 Time units

Remove and refit of the front subframe

Labour operation code 40 07 19 00

Time 490 Time units

Replace the active engine mounting control module - Diagnostic address 00BA

Labour operation code 10 39 19 00

Time 30 Time units

Alignment of applicable driver assist systems (Depending on vehicle specification)

NOTE: Saga will auto-populate the times when the claim is submitted

- Vehicle front + rear measured wheel alignment checked - 44 95 03 00
- Rear wheel camber adjust - 44 94 15 50
- Rear wheel track adjust - 44 93 15 50
- Front wheel camber adjust - 44 89 15 50
- Front wheel track adjust - 44 88 15 50
- (ACC) - Radar sensor checked + adjusted - 91 63 05 51
- Overhead view camera adjusted - 90 83 15 00
- Driver assist camera adjusted - 96 38 15 50
- Control unit for (Lane change assist) adjusted - 96 35 15 00
- Night vision system calibration - 90 80 15 50
- Headlamps to adjust - 94 15 16 00

Road test

Labour Operation Code 01 21 00 00

Time 50 TU

Parts information

Refer to the ETKA parts catalogue