

To: General, Service & Parts Managers

Pg. 1 of 2

SUBJECT: **RECALL CAMPAIGN - ARNAGE T, R & RL - FRONT SUSPENSION  
LOWER BALL JOINT - INCORRECT SECURING NUT FITTED - RE05/04**

---

This letter is to initiate a recall campaign to replace the securing nut fitted to the left hand **and** right hand front suspension lower ball joint on Bentley Arnage T, R and RL cars manufactured between June 2004 and February 2005.

This recall campaign requires you to take **4 actions**;

- 1) Immediately upon receipt of this letter remove and quarantine any stock you have of part number **PD25019PC (Nut M18 x 1.5 Stover)**. The quarantined nuts must then be handed to your Area Service Manager on his next visit.
- 2) Verify the attached VIN list of cars which we believe are your responsibility based upon stock and service records. Please inform the writer of any changes.
- 3) Verify the attached list of replacement parts, then identify the VIN and customer details of the car to which they were fitted. Please inform the writer of these details by return, we will then inform the customer of the recall and enter them onto CRDB to take advantage of the visibility which it affords.
- 4) After you have ensured all existing stock has been quarantined you can order new stock to enable you to carry out the rectification work detailed in bulletin **05-01-18-01** (copy attached) on;
  - a) the affected cars listed by VIN (see attached list)
  - b) the cars fitted with replacement parts as identified, by you reference item 3

From the above address lists we will write to the customers informing them of the recall starting December 12<sup>th</sup> 2005 (customer letter attached)

The text below is to give you information as to why this recall is being initiated and to provide you with the appropriate administrative details.

On the vehicles affected, due to the fitment of a nut without the specified self-locking feature, the potential exists for the front suspension lower ball joint to become disconnected. This could lead to loss of directional control of the car.

FIXED OPERATIONS BULLETIN #0070

07-December-05

To: General, Service &amp; Parts Managers

Pg. 2 of 2

SUBJECT: **RECALL CAMPAIGN - ARNAGE T, R & RL - FRONT SUSPENSION  
LOWER BALL JOINT - INCORRECT SECURING NUT FITTED - RE05/04**

---

This condition **has not** been witnessed by Bentley Motors Limited or any dealer. The problem was identified during our normal quality assurance process.

By carrying out this rectification on the identified cars you will remove the potential for the above condition to occur.

It is not necessary to contact us for an authorisation number. We will take our records from your Class E Warranty Claim which must be generated and submitted immediately upon completion of the work. You are reminded that claims for recalls cannot contain any other warranty repairs. The Man Hour Schedule Times and Codes are quoted within the Bulletin.

The correct nut (**which carries the same part number, PD25019PC**) and completion sticker (part number PS 116335PA) will need to be ordered by you according to your vehicle parc. We have parts available from stock and will reimburse according to usual Class E Warranty Claim procedures.

It is to our mutual advantage that this recall campaign goes as smoothly as possible. Should you have any questions or queries concerning this recall, please contact your Area Service Manager or myself.

Yours sincerely



Stephen Worrall  
Fixed Operations Manager



05-01-18-01

**Recall RE05/04 - Front Suspension Lower Ball Joint – Incorrect Securing Nut Fitted**

---

**Applicability:** Arnage T, R & RL - VIN list attached

**Market Region:** All

**Introduction:**

It has been identified that an incorrect specification retaining nut may have been used to secure the Front Suspension Lower Ball Joints to the Uprights. See figure 1.

**Description:**

The motor cars on the attached VIN list may have been fitted with a plain M18 retaining nut instead of the correct M18 'stover' type, self-locking nut. This bulletin describes the procedure to fit the correct self-locking nuts.

**Note: It is not sufficient to inspect the self-locking nuts and in all cases they must be replaced.**

**Procedure:**

1. Drive the car onto a ramp, apply the foot operated parking brake and chock the rear wheels.
2. Remove the gearbox isolator fuse. (Refer to pin: 5936)
3. Raise ramp.
4. Remove the right hand lower ball joint retaining nut and destroy before discarding
5. Fit a new self-locking nut part no. PD25019PC and torque tighten to 140Nm (103.6lbf ft). See figure 1.
6. Repeat operations 4 & 5 for the left hand lower ball joint self-locking nut.
7. Lower ramp.
8. Refit gearbox isolator fuse.
9. Fit completion sticker. See figure 2



05-01-18-01

**Recall RE05/04 - Front Suspension Lower Ball Joint – Incorrect  
Securing Nut Fitted**

---



Figure 1



05-01-18-01

**Recall RE05/04 - Front Suspension Lower Ball Joint – Incorrect Securing Nut Fitted**

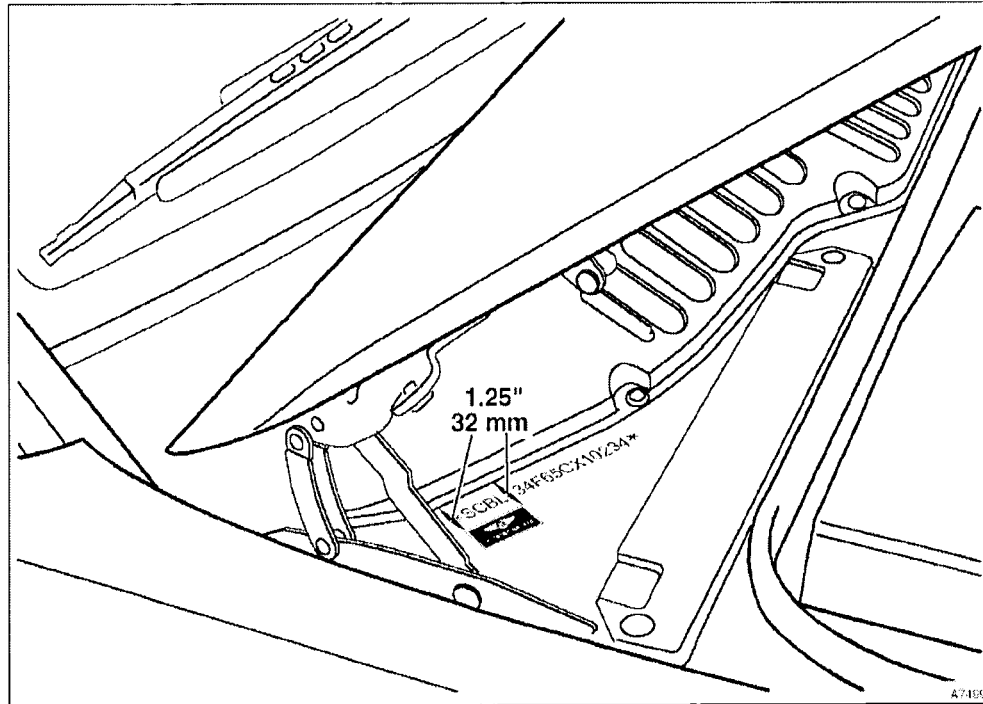


Figure 2

**Torque Specification:**

| Component                     | Nm  | lbf ft |
|-------------------------------|-----|--------|
| Self-locking nut<br>PD25019PC | 140 | 103.6  |

**Warranty:**

On completion of the work, a Class E warranty claim should be submitted using the following:

| Defect Code | Repair Code | Time |
|-------------|-------------|------|
| 1806589939  | 18065899S   | 1.0  |



05-01-18-01

**Recall RE05/04 - Front Suspension Lower Ball Joint – Incorrect Securing Nut Fitted**

---

**Parts Information:**

| NEW PART NUMBER | DESCRIPTION      | DISPLACED PART NUMBER | QUANTITY |
|-----------------|------------------|-----------------------|----------|
| No change       | Self locking nut | PD25019PC             | 2        |
| PS116335PA      | Sticker          | NA                    | 1        |

**Policy Type:** Recall

Bentley Bulletins are intended for use by experienced and trained technicians. If you lack the skills, tools, equipment and a suitable workshop for any procedure described in this document, we suggest you leave such repairs to an Authorised Bentley Dealer or other qualified workshop. See your Bentley Dealer for advice on whether your vehicle may benefit from the information contained within this document.

The information contained in this Bulletin is accurate at the date of publication. However, Bentley Motors regularly updates technical information. Please check with your Bentley Dealer that the Bulletin you intend to use contains the latest available information.

© Bentley Motors Limited. All Rights Reserved