

Technical product information

Topic	Mulsanne damper suspension noise
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2025177/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Running gear -> Shock absorber/suspension control	functionality	
Running gear -> Self-levelling suspension, pitch and roll compensation	Noise, vibration	
Running gear -> Running gear, springs, shock absorbers	component / consumables	
Running gear -> Shock absorber/suspension control -> Shock absorber adjustment	functionality -> without function / defect	

New workshop code

Object of complaint	Complaint type	Position
Running gear -> Running gear, springs, shock absorbers -> Shock absorber	Noise, vibration -> noise	front left
Running gear -> Running gear, springs, shock absorbers -> Shock absorber	Noise, vibration -> noise	rear left
Running gear -> Running gear, springs, shock absorbers -> Shock absorber	Noise, vibration -> noise	front right
Running gear -> Running gear, springs, shock absorbers -> Shock absorber	Noise, vibration -> noise	rear right
Running gear -> Running gear, springs, shock absorbers -> Shock absorber	Noise, vibration -> noise	> not specified <

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*
3Y2*	2014	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	3Y	*	*	C	000001	999999		
SCB	*	ZH	*	*	C	000001	999999		

Documents

Document name
master.xml

Customer statement / workshop findings

Occasional pneumatic whooping noise from the front suspension and infrequently from the rear suspension. The noise occurs when driving over speed humps, driving on uneven surfaces at high speeds or mounting kerbs

Technical background

Occasional 'whooping' noise emanating from the front or rear suspension.

The noise can be apparent when driving over speed humps above 15 MPH, driving on uneven surfaces at high speeds or when mounting or dropping down from kerbs. The whooping noise is very difficult to replicate, and is evident only after a long drive cycle

No further action is required.

Production change

Not applicable

Measure

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This is an understood phenomena under specific dynamic conditions and is therefore categorised as normal vehicle operation and as such does not require further investigation

Warranty accounting instructions

Not applicable

Customer information

This is an understood phenomena under specific dynamic conditions and is therefore categorised as normal vehicle operation