

Technical product information

Topic	New Continental series & Flying Spur - damper knock
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2044286/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Running gear -> Shock absorber/suspension control -> Jounce	Noise, vibration -> noise	
Running gear -> Shock absorber/suspension control	Noise, vibration	

New workshop code

Object of complaint	Complaint type	Position
Running gear -> Self-levelling suspension, pitch and roll compensation -> Air suspension strut	component / consumables -> damaged	> not specified <

Vehicle data

New Continental and Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39*	2012	E		*	*	*
39*	2013	E		*	*	*
39*	2014	E		*	*	*
39*	2015	E		*	*	*
39*	2016	E		*	*	*
4W21*	2014	E		*	*	*
4W21*	2015	E		*	*	*
4W21*	2016	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	E**	**	*	*	*	084021	097155		
SCB	E**	**	*	*	*	004000	056799		
SCB	F**	**	*	*	*	069713	097155		
SCB	F**	**	*	*	*	004000	057346		
SCB	G**	**	*	*	*	069713	097155		
SCB	G**	**	*	*	*	004000	057281		

Documents

Document name
master.xml

Customer statement / workshop findings

Damper noise on uneven road surface at low speed

Technical background

Rebound spring can contact inside of suspension unit

Production change

Rebound spring location corrected

Measure



Figure 1

On receipt of a qualified customer complaint exhibiting damper noise on uneven road surface at low speed then check the damper date code if the car is within the applicable VIN range and the date code is prior to 2015 April 15 (150415) then this potential issue should be considered during your investigation. Figure 1 shows the date code make up the example shown is 2014 August 28 (140828)

Note: Affected dampers may have been fitted as service replacement units and may therefore be found on cars outside the applicable VIN range

Warranty accounting instructions

Normal warranty policies apply

For a single damper:

Warranty Type 110 or 910
 Labour Operation Code 43 31 55 00
 Damage Service Number 43 31
 Damage Code 00 20
 Time 130TU

For both dampers:

Warranty Type 110 or 910
 Labour Operation Code 43 31 56 00
 Damage Service Number 43 31
 Damage Code 00 20
 Time 210TU

Parts information

Part number	Description	Quantity
3W8616040G	Airspring damper front rh	1
3W8616039G	Airspring damper front lh	1