

Technical product information

Topic	Mulsanne rear suspension knock
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2044308/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Running gear -> Self-levelling suspension, pitch and roll compensation	Noise, vibration	

New workshop code

Object of complaint	Complaint type	Position
Running gear -> Running gear, springs, shock absorbers -> Bearing mount support	component / consumables -> deformed	rear left
Running gear -> Running gear, springs, shock absorbers -> Bearing mount support	component / consumables -> deformed	rear right

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		*	*	*
3Y2*	2015	E		*	*	*
3Y2*	2016	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Knock from rear suspension

Technical background

Inner metal sleeve of the rear lower suspension lever inner bush is, by design, not bonded to the elastic element of the bush this in some cases may allow the bush housing on the suspension arm to clash with rear subframe

Production change

New bush introduced at 17MY

Measure

On receipt of a qualified customer complaint inspect the rear sub frame for evidence of lower lever clash if evident then fit isolation washers as detailed to the inner bushes of both rear suspension lower levers.

1. Inspect rear suspension lower leavers



Figure 1

2. If a clash is evident indicated by red deposits in vicinity of lower lever inner mount (see Figure 1) then remove the lower lever Rep. Gr.42 and inspect each inner bush replace damaged or worn bush as required note inner sleeve of bush is not bonded to elastic element therefore lateral movement in this sleeve within the elastic element is not in isolation grounds for replacing the bush

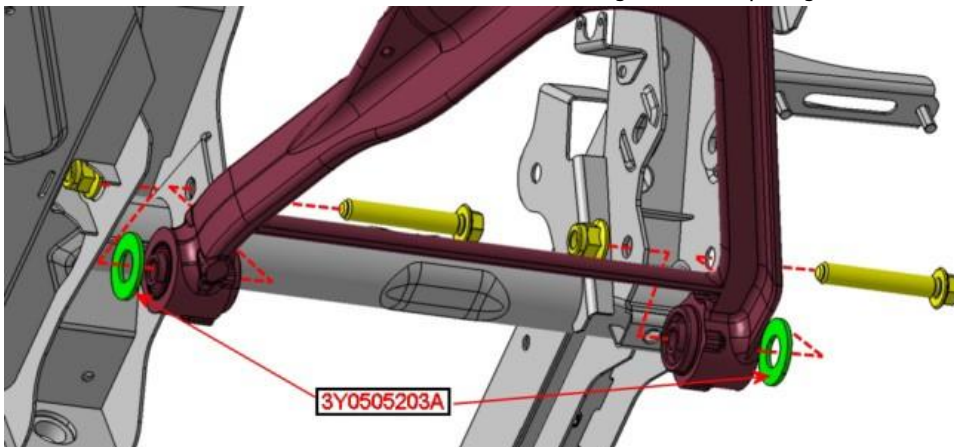


Figure 2

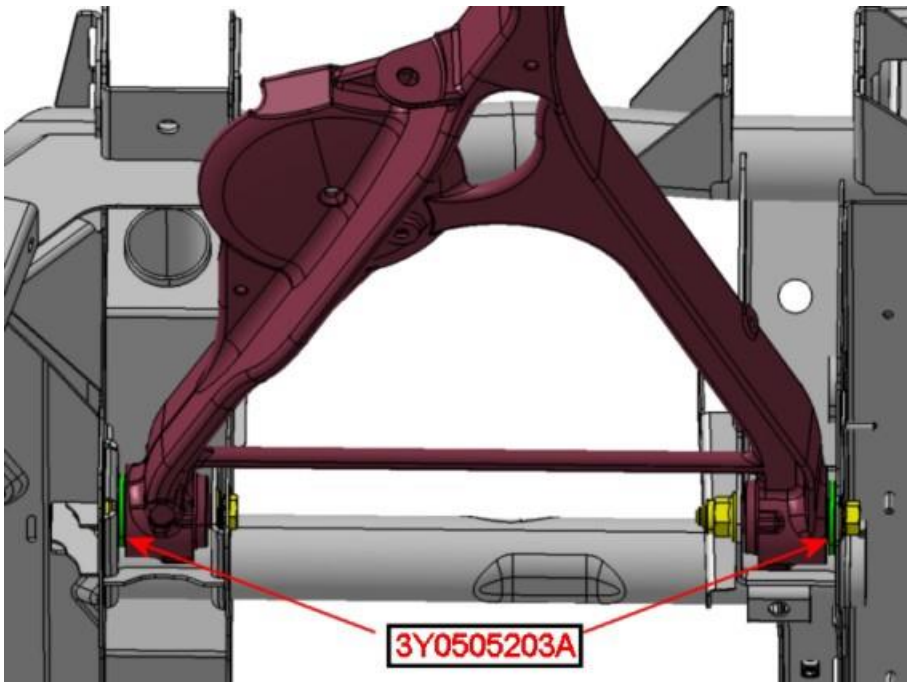


Figure 3

- Once the lower lever bushing is deemed to be serviceable then refit the lower levers Rep.Gr. 42 incorporating one new isolation washers (part number 3Y0505203A) between the outer edge of each inner bushes and the rear subframe (see Figure 2 and 3)

Warranty accounting instructions

Normal warranty policies apply

Fit washer only - both lower levers:

Warranty Type 110 or 910
 Labour Operation Code 42 11 20 00
 Damage Service Number 42 11
 Damage Code 00 10
 Time 200 TU

Fit washer and replace bush – left side

Warranty Type 110 or 910
 Labour Operation Code 42 17 55 10
 Damage Service Number 42 17
 Damage Code 00 10
 Time 140 TU

Fit washer and replace bush – right side

Warranty Type 110 or 910
 Labour Operation Code 42 17 55 10
 Damage Service Number 42 17
 Damage Code 00 10
 Time 140 TU

Parts information

Part number	Description	Quantity
3Y0505203A	Rubber isolation washer	4
3Y0505545	Bush (if required)	4