

Technical product information

Topic	New Continental series - damper knock
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2044286/2
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

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		*	*	*

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

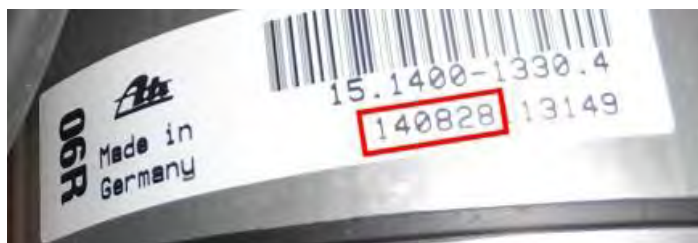


Figure 1

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

Use VIN specific, FI, search in ETKA parts catalogue for all parts requirements