

Technical product information

Topic	Steering rack noise
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2046585/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Running gear -> Steering, power-assisted steering -> Hydraulic power steering	Noise, vibration -> noise	

New workshop code

Object of complaint	Complaint type	Position
Running gear -> Steering system -> Steering gear	Noise, vibration -> noise	> not specified <

Vehicle data

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		*	*	*
39**	2017	E		*	*	*
4W*	2014	E		*	*	*
4W*	2015	E		*	*	*
4W*	2016	E		*	*	*
4W*	2017	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	*	*	069713	097155		
SCB	***	**	*	*	*	040000	057926		

Documents

Document name
master.xml

Customer statement / workshop findings

Noise coming from front of vehicle when steering

Technical background

Poor grease distribution on the steering rack bar

Production change

Revised greasing procedure during steering rack assembly

Measure

In the event of a qualified complaint, noise from steering rack when turning, then replace the steering rack

The correct replacement steering rack part number should in all cases be identified using the vehicles specific VIN in the FI search function of the Bentley parts catalogue (ETKA)