

Technical product information

Topic	Steering rack noise during extended city drive cycle
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2046733/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> steering, power-assisted steering -> steer	noise, vibration -> noise	

New workshop code

Object of complaint	Complaint type	Position
running gear -> steering system -> steering gear -> electro-mechanical steering torque sensor	component / consumables -> incorrectly installed	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	***	**	*	*	*	000001	999999		

Documents

Document name
master.xml

Customer statement / workshop findings

Steering grinding noise after vehicle driven for extended period in city conditions

Technical background

Steering rack internal torque sensor defective

Production change

Redesigned torque sensor

Measure

In the event of the above customer complaint, then check the steering rack part number. A steering rack with part number 4N1423053E and a generation code of 08S or lower is suspect and should therefore be changed if the symptom detailed in this TPI has been reported by the owner.

Note: Steering racks with part number 4N1423053F irrespective of generation code are considered 'good' and therefore not associated with this TPI symptom



Figure 1

The example figure 1 details the steering rack part number and code on the body of the unit. In this example the part number is 4N1423053E and generation code is 07S this generation code is lower than 08S therefore this part would have to be replaced in respect to the symptom detailed in this TPI

Note: The above references left hand drive part numbers there is the potential for this failure to occur on right hand drive cars in that instance the suspect steering rack part number would 4N2423053E 08S or lower