

Technical product information

Topic	Creaking noise from front suspension when manoeuvring
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2048616/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> shock absorber/suspension control -> jounce	noise, vibration -> creak	front

New workshop code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> axle member mount	noise, vibration -> noise	left
running gear -> running gear, springs, shock absorbers -> axle member mount	noise, vibration -> noise	right

Vehicle data

Bentayga

Sales types

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

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	***	**	*	*	C	001000	012786		

Documents

Document name
master.xml

Customer statement / workshop findings

Creaking noise from front suspension when manoeuvring

Technical background

Front suspension entering bump phase during braking can produce an audible creak from lower control arm hydraulic mount

Production change

Specification of hydraulic fluid in mount revised from VIN SJAAB14V4HC012786

Measure

Listen to the below video link and compare it to the customer complaint:

<https://vimeo.com/291048296>

This noise present in the video is caused by a defective wishbone bush. In order to reproduce the noise this bush must be twisted, therefore the noise can appear in the following circumstances

- When performing parking manoeuvres with the brake applied
- When steering from lock to lock with the vehicle in motion and the brake applied
- When the vehicle is moved with steering input over uneven surfaces (for e.g. a ramp or speed bump)

If the customer complaint occurs in any of the above circumstances and the noise can be clearly assigned to the above video link in this TPI, then replace the right hand front **and** left hand front rearmost lower suspension lever arms

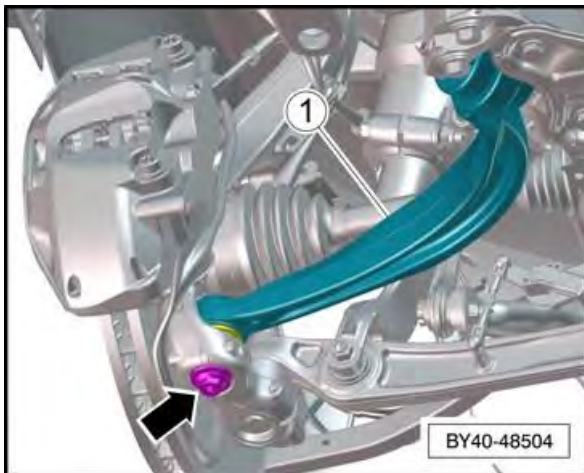


Figure 1

Figure 1 details the left hand front suspension, rearmost lower suspension lever (1)

Refer To workshop manual Rep.Gr.40 "Lower suspension lever – Rear – To Remove and fit"

Warranty accounting instructions

Warranty type	110 or 910
Labour Operation Code	40 16 20 00
Damage Service Number	40 16
Damage Code	00 20
Time	160TU (for both front suspension rear levers)

Parts information

Part number	Description	Quantity
4M0407693E	Lower suspension lever left hand	1
4M0407694E	Lower suspension lever right hand	1