

Technical Service Bulletin

Topic	Creaking noise from the front suspension when manoeuvring
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2048616/6
Level	EH
Status	Released for publishing
Release date	May 20, 2019

New customer code

Object of complaint	Complaint type	Position
chassis -> damping\suspension regulation -> deflecting	noises, vibrations -> crunching/groaning/crackling	front

New workshop code

Object of complaint	Complaint type	Position
chassis -> wheel suspension, suspension, damping -> control arm bearing	noises, vibrations -> noise	left
chassis -> wheel suspension, suspension, damping -> control arm bearing	noises, vibrations -> noise	right

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*

Documents

Document name
master.xml
creaklowersuspensionleverbush.docx
kovomoanddiesel.docx
lowersuspensionleverw12only.docx
transmissionmountsfront.docx

Condition

Creaking noise from the front suspension when manoeuvring

Technical Background

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

Production Solution

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Service

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

<https://vimeo.com/291048296>

The noise present in the video is caused by defective Lower suspension lever - Rear - Hydraulic mounts. 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 inner hydraulic mounts - Refer to Repair manual Rep.Gr.40 front suspension, lower suspension lever bushes – to remove and fit **NOTE: Should the remove and refit instructions not be visible within the Repair manual please refer to the attached documents, please ensure the correct document is followed as the remove and refit procedures for the front rearmost lower suspension levers removal is different depending on type of engine which is fitted**

NOTE: The lubricant quoted within the procedure should be sourced locally or use a suitable alternative of the same specification

Figure 1 shows for example the left hand front rearmost lower suspension lever (A) the hydraulic mount which must be changed is located at (B)
 NOTE: Ensure the right and left hand side hydraulic mounts are replaced

Within the Repair manual procedure there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure – Refer to Elsa pro and ETKA parts catalogue

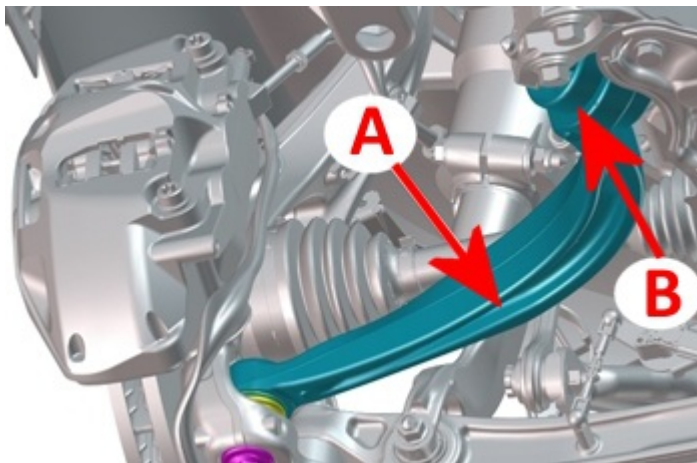


Figure 1

Warranty

Bentayga W12

Warranty type	110 or 910
Labour Operation Code	40 20 56 00 (Use 40 20 56 99 until 09/05/19)
Damage Service Number	40 20
Damage Code	00 20
Time	590 TU

Bentayga Kovomo V8

Warranty type	110 or 910
Labour Operation Code	40 20 56 20 (Use 40 20 56 99 until 09/05/19)
Damage Service Number	40 20
Damage Code	00 20
Time	260 TU

Bentayga Diesel

Warranty type 110 or 910
Labour Operation Code 40 20 56 40 (Use 40 20 56 99 until 09/05/19)
Damage Service Number 40 20
Damage Code 00 20
Time 270 TU

Required Parts and Tools

Part number	Description	Quantity
Refer to ETKA parts catalogue	Hydraulic mounts	2