

Technical Service Bulletin

Topic	Steering wheel vibration or steering wheel out of alignment
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2051978/3
Level	GH
Status	Released for publishing
Release date	Aug 21, 2019

New customer code

Object of complaint	Complaint type	Position
chassis -> steering	noises, vibrations	
chassis -> steering	dimensional accuracy	
chassis -> steering	functionality	
chassis -> steering, steering assist -> steering wheel zero position	functionality -> adjusted incorrectly	

Vehicle data

New Continental GT and New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*

Documents

Document name
master.xml

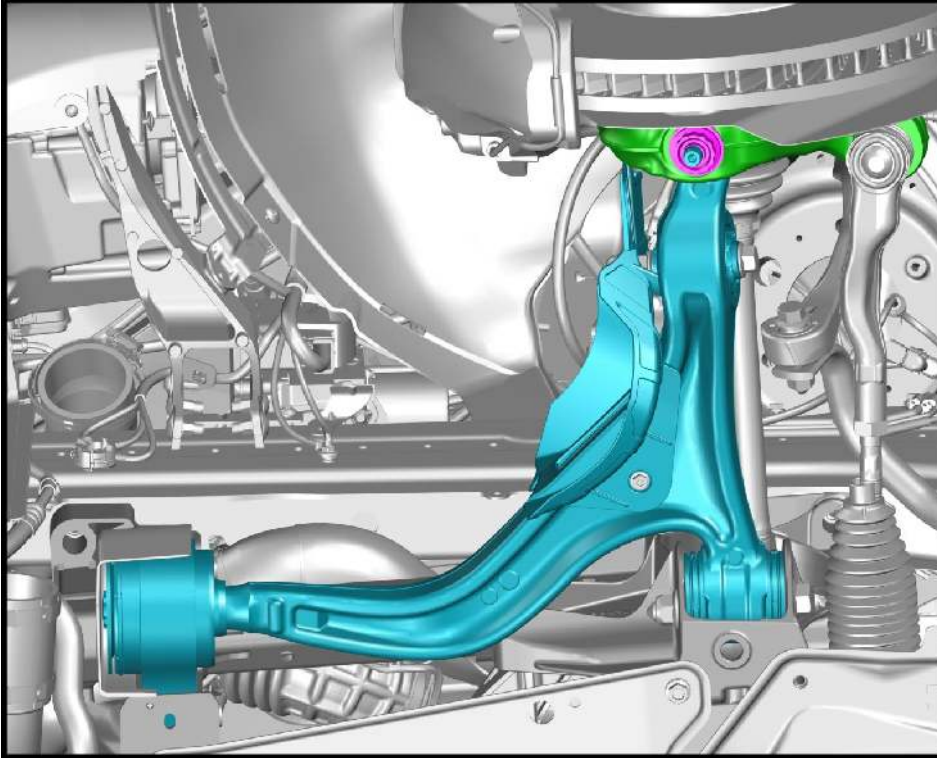
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Condition

Steering wheel vibration and/or the steering wheel is out of alignment

Technical Background

In the event a customer complains that the steering wheel is shaking/vibrating or out of alignment the lower trailing arm joint on the pivot bearing may be damaged



This can occur for example if the front wheel hits a kerb or similar obstacle

Production Solution

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Service

Remedial action – To be advised by Product Support via an open DISS query

- Carry out a full inspection of the wheels and tyres – Refer to Repair manual Rep.Gr 44
- Carry out a full inspection of the brake discs and check disc run out – Refer to Repair manual Rep.Gr 46 – Brake discs – To check condition and run-out
- Carry out a full inspection of the suspension/steering system

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The lower trailing arm and pivot bearing are safety-critical components, it is important to exercise extreme care and accuracy when checking all components

- Check the lower trailing arm joint on pivot bearing (lower trailing arm ball pin and pivot bearing taper bushing)
- Check axle components and lower trailing arm

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Product support should second level the open DISS query and await feedback regardless of the findings during inspection