

Technical product information

Topic	Clicking noise from the right and/or left front corner with steering input
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2057664/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> shock absorber/suspension control	noise, vibration	
running gear -> running gear, springs, shock absorbers -> wheel bearing housing	visual appeal / surface -> corrosion	front left
running gear -> running gear, springs, shock absorbers -> wheel bearing housing	visual appeal / surface -> corrosion	front right
running gear -> steering, power-assisted steering	noise, vibration	

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y*	2011	E		*	*	*
3Y*	2012	E		*	*	*
3Y*	2013	E		*	*	*
3Y*	2014	E		*	*	*
3Y*	2015	E		*	*	*
3Y*	2016	E		*	*	*
3Y*	2017	E		*	*	*
3Y*	2018	E		*	*	*
3Y*	2019	E		*	*	*
3Y*	2020	E		*	*	*

Documents

Document name
master.xml

Clicking noise from the right and/or left front corner with steering input

Customer statement / workshop findings

Clicking noise from the right and/or left front corner with steering input

Technical background

Verify that the customer complaint matches the video within the Bentley Hub – Reference TPI Transaction number 2057664/1

Should the customer complaint match the issue refer to the Measure section of this TPI

Production change

Not applicable

Measure

1) Replace the affected front steering upright and front wheel bearing - Rep.Gr 40

NOTE: In the event the noise is evident from the right and left hand front corners (with steering input) - Replace both front wheel bearings and both front steering uprights

Warranty accounting instructions

Refer to Labour operations within Elsa pro

Parts information

Refer to ETKA parts catalogue