# Technical product information

| | |
|---|---|
| **Topic** | Creaking noise from the front suspension when manoeuvring |
| **Market area** | Bentley: worldwide (2WBE),Hongkong-Macau (5HK) |
| **Brand** | Bentley |
| **Transaction No.** | 2048616/7 |
| **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 | | * | * | * |
| 4V1* | 2018 | E | | * | * | * |
| 4V1* | 2019 | E | | * | * | * |
| 4V1* | 2020 | E | | * | * | * |

# Documents

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

## Customer statement / workshop findings

Creaking noise from the front suspension when manoeuvring

## Technical background

Verify that the customer complaint matches the sound file within the Bentley Hub – Reference TPI Transaction number 2048616/-

*TIP: When listening to the sound file the noise can be heard from between 0 and 3 seconds*

The noise present in the sound file 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 manoeuvers 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 noise within the sound file – Refer to the instructions within the Measure section of this TPI

## Production change

*

## Measure

1) 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

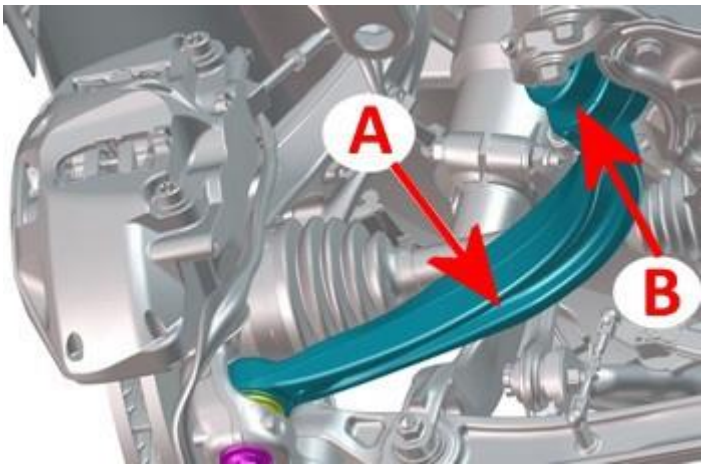


Figure 1

## Warranty accounting instructions

| | |
|---|---|
| Warranty type | 110 or 910 |
| Damage Service Number | 40 20 |
| Damage Code | 00 20 |

Bentayga W12

| | |
|---|---|
| Labour Operation Code | 40 20 56 00 |
| Time | 590 TU |

Bentayga Kovomo V8

Labour Operation Code 40 20 56 20
Time 260 TU

Bentayga Diesel

Labour Operation Code 40 20 56 40
Time 270 TU

## Parts information

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