

Technical product information

Topic	Fluid leak from front air spring
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2054635/5
Level	EH
Status	Released for publishing
Release date	22-Oct-2020

New customer code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> shock absorber	leaks -> oil leak	
vehicle service -> service, maintenance -> repair execution	service: process -> with determination of concern	
running gear -> adaptive suspension, pitch and roll compensation	leaks	

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		*	*	*
3S3*	2021	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

- Fluid leak from the base (Figure 1) and/or the top (Figure 2) of the front air spring/s



Figure 1



Figure 2

Technical background

The fluid shown in Figures 1 and 2 is assembly fluid residue. The fluid is applied to various internal components of the air spring during manufacture.

Refer to all instructions within the Measure section

Production change

Not applicable

Measure

1) Take a photograph of the applicable air spring in which the residue is evident

- Clean the residue from the air spring

2) Conduct a road test

3) On return from road test - Conduct a further inspection to check/confirm the residue is no longer evident

- Should the residue no longer be evident – No further action is required, parts must not be replaced for this concern
- Should the residue be evident on return from the road test – Raise a DISS query and await feedback before carrying out any further work
NOTE: Please ensure photographs of the residue are attached within the DISS query clearly showing the residue prior to cleaning/road test and post road test

Warranty accounting instructions

Refer to Labour operations within Elsa pro for the Road test LOT code/time

NOTE: The road test should not exceed 50 Time units