

Technical product information

Topic	Creaking noise from the front suspension when manoeuvring
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2048616/9
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 series

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		*	*	*
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Creaking noise from the front suspension when manoeuvring

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 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 noise within the sound file – Refer to the instructions within the Measure section of this TPI

VERY IMPORTANT NOTE FOR HYBRID VEHICLES:

- *Hybrid vehicles use a High voltage system and MUST only be worked on by suitably qualified personnel.*
- *Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a High voltage system*

Production change

Not applicable

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: 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

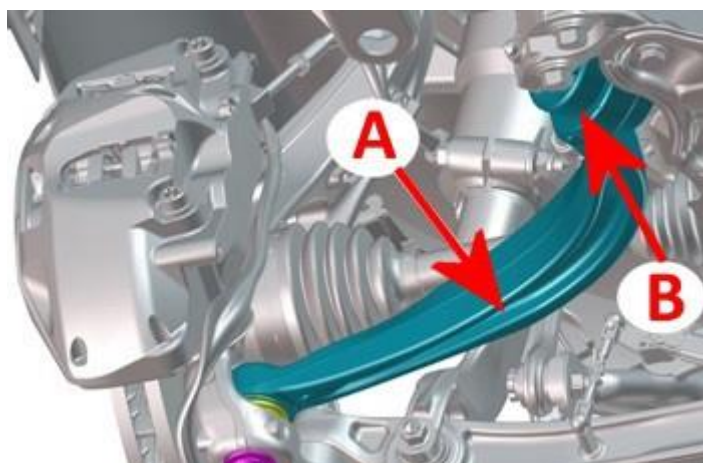


Figure 1

2) Depending on vehicle specification (W12 only)

Carry out wheel alignment and ensure the driver assist system calibrations are performed as follows:

- Vehicle front + rear measured wheel alignment checked
- Rear wheel camber adjust
- Rear wheel track adjust

- Front wheel camber adjust
- Front wheel track adjust
- (ACC) - Radar sensor checked + adjusted
- Overhead view camera adjusted
- Driver assist camera adjusted
- Control unit for (Lane change assist) adjusted
- Night vision system calibration
- Headlamps to adjust

3) Raise a non-technical DISS query attaching the following

- Before and after screen shots of the wheel alignment results
- Screen shots confirming the applicable drive assist systems have been successfully adjusted/calibrated

Warranty accounting instructions

Warranty type 110 or 910

Damage Service Number 40 20

Damage Code 00 20

Bentayga Kovomo V8

Labour Operation Code 40 20 56 20

Time 260 TU

Bentayga Hybrid

Labour Operation Code 40 20 56 30 (Use 99 index until 21/08/21)

Time 250 TU

Bentayga Diesel

Labour Operation Code 40 20 56 40

Time 270 TU

Bentayga W12

Labour Operation Code 40 20 56 00

Time 590 TU

Alignment procedures depending on vehicle specification (W12 only)

- Vehicle front + rear measured wheel alignment checked - 44 95 03 00 - 110 TU
- Rear wheel camber adjust - 44 94 15 50 - 30 TU
- Rear wheel track adjust - 44 93 15 50 - 30 TU
- Front wheel camber adjust - 44 89 15 50 - 40 TU
- Front wheel track adjust - 44 88 15 50 - 20 TU
- (ACC) - Radar sensor checked + adjusted - 91 63 05 51 - 30 TU
- Overhead view camera adjusted - 90 83 15 00 - 40 TU
- Driver assist camera adjusted - 96 38 15 50 - 120 TU
- Control unit for (Lane change assist) adjusted - 96 35 15 00 - 50 TU
- Night vision system calibration - 90 80 15 50 - 40 TU
- Headlamps to adjust - 94 15 16 00 20 TU

Parts information

Part number	Description	Quantity
Refer to ETKA parts catalogue	Hydraulic mounts	2
Refer to ETKA parts catalogue	Single use items (As per the applicable Rep.Gr instruction)	As per the applicable Rep.Gr instruction