

Technical product information

Topic	Knocking noise from the front (Driving over an uneven road surface) - Front trailing arm bush found damaged/leaking
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2067403/2
Level	EH
Status	Released for publishing
Release date	04-Nov-2022

New customer code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod	component / consumables -> damaged	front left
running gear -> adaptive suspension, pitch and roll compensation	noise, vibration	
running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod	component / consumables -> damaged	front right
running gear -> running gear, springs, shock absorbers -> stabiliser bar	visual appeal / surface -> corrosion	front
running gear -> running gear, springs, shock absorbers -> stabiliser bar	visual appeal / surface -> corrosion	rear
running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod	component / consumables -> damaged	rear left
running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod	component / consumables -> damaged	rear right

Vehicle data

New Continental GT/GTC and New Flying Spur

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		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

Knocking noise from the underside of the vehicle (front) when driving on uneven road surfaces

Workshop findings

Front trailing arm bush found damaged/leaking as shown in Figures 1 and 2



Figure 1



Figure 2

Technical background

If the customer complaint and symptoms are as described - Refer to the instructions within the Measure section of this TPI

Production change

Not applicable

Measure

1) Raise a DISS query ensuring any photos and videos are attached of the issue(s) found

NOTE: The operative does not have to wait for a response before replacing parts, the required parts should be replaced as detailed in step 2

2) Referring to Rep.Gr 40 - Replace the applicable front lower trailing arm NOTE: The front lower trailing arms should not be replaced in pairs (unless both are damaged/worn) only the damaged trailing arm should be 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

3) Refer to Rep.Gr 44 - Check and adjust the suspension and steering geometry (Wheel alignment)

CAUTION: Once the wheel alignment has been carried out, where fitted the following "Bentley Safeguard" systems MUST be recalibrated

- Automatic cruise control
- Night vision
- Front camera for driver assist systems
- Rear radar
- Top view/rear view camera (specification dependant)
- Matrix headlights (specification dependant)

Failure to carry out these adjustments will lead to erratic operation of the driver assist systems

Warranty accounting instructions

Warrantytype 110 or 910

Damage Service Number 40 17

Damage Code 00 18

Time to replace (x1) front lower trailing arm

Labour Operation Code 40 17 19 00

Time 130 TU

Time to replace (x2) front lower trailing arm (If diagnosed as required)

Labour Operation Code 40 17 19 00

Time 130 TU

Time to replace a front lower trailing arm lower wishbone (per side)

Labour Operation Code 40 17 55 50

Time 10 TU

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Refer to labour operation section within Elsa pro for the following:

- Check and adjust the suspension and steering geometry
- VIN applicable/specified "Bentley Safeguard" systems

Parts information

Refer to the ETKA parts catalogue