

Technical product information

Topic	Knocking noise from the front and/or rear (Driving over an uneven road surface)
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2064791/3
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
00D5 - Sway stabilization 2	C1298F1: Suspension stabilization actuator Regulation not possible		static
00D4 - Sway stabilization 1	C1298F1: Suspension stabilization actuator Regulation not possible		Intermittent
00D4 - Sway stabilization 1	C1298F1: Suspension stabilization actuator Regulation not possible		static
00D5 - Sway stabilization 2	C1298F1: Suspension stabilization actuator Regulation not possible		Intermittent

New customer code

Object of complaint	Complaint type	Position
running gear -> adaptive suspension, pitch and roll compensation	noise, vibration	
running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod	component / consumables -> damaged	front left
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		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml



Customer statement / workshop findings

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

Technical background



Verify that the customer complaint matches the sound file within the Bentley Hub - Reference TPI Transaction number 2064791/-

The noise present in the sound file can be caused by worn anti roll bar bushes, the noise can appear when driving over an uneven road surface or during a large suspension input for example:

- Speed humps or potholes



If the customer complaint occurs 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

Not applicable

Measure

NOTE: The photos shown within this TPI are of the front anti roll bar drop links, please note the issue may also be evident on the rear

1) Carry out a full inspection of the suspension and steering system, pay particular attention to the following:

- Worn front and/or rear anti-roll bar drop link bushes (Figure 1)

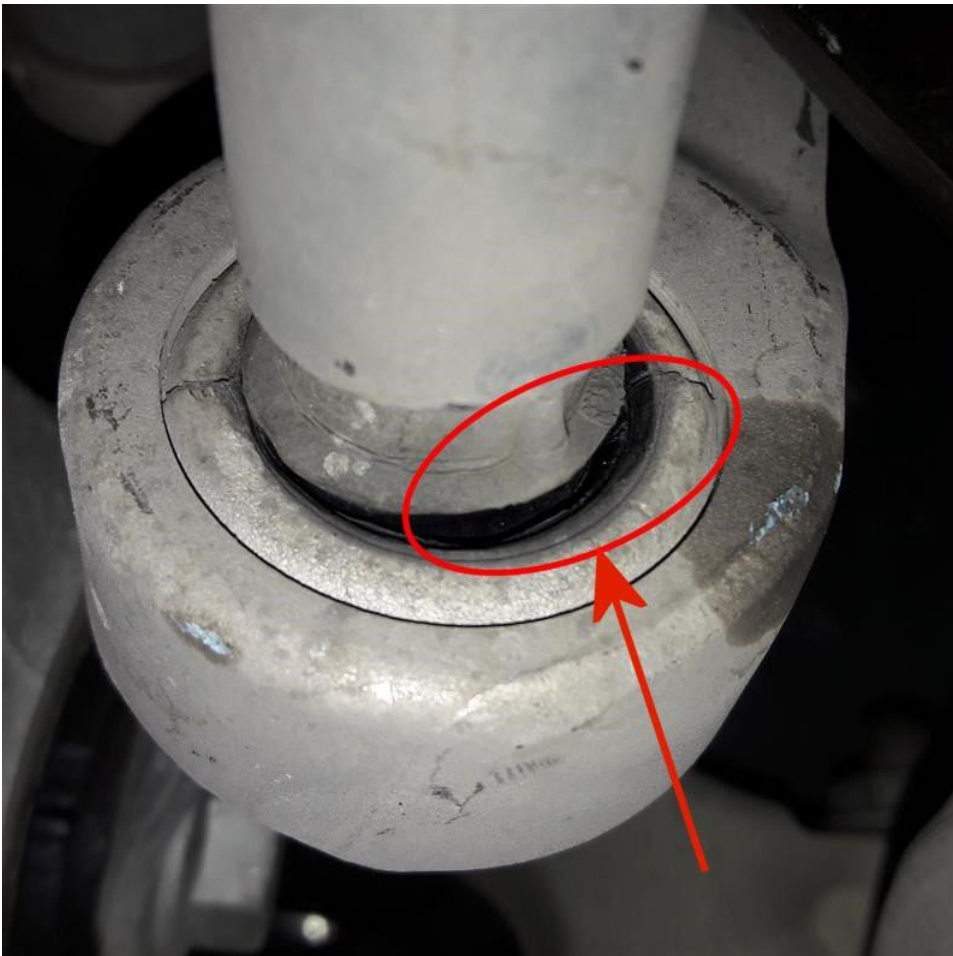


Figure 1

2) Check the front and/or rear anti roll bar drop link has not detached (Figure 2) in this scenario DTC (C1298F1: Suspension stabilization actuator Regulation not possible) may also be evident within address D4 and/or D5



Figure 2

3) Conduct a full inspection of the anti roll bar and surrounding components

4) Raise a DISS query ensuring any photos and videos are attached of the issues 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 5

5) Referring to the applicable Rep.Gr - Replace the left and right drop links (front and/or rear)

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

Warranty accounting instructions

Front

Time to replace left and right anti roll bar links (Front)

Warranty type	110 or 910
Damage Service Number	40 78
Damage Code	00 20
Labour Operation Code	40 13 20 00
Time	100 TU

Rear

Time to replace left and right anti roll bar links (Rear)

Warranty type	110 or 910
Damage Service Number	42 91
Damage Code	00 20
Labour Operation Code	42 91 20 50
Time	20 TU

Time to remove and refit the left and right hand rear air spring dampers

Labour Operation Code	43 66 20 00
Time	140 TU

Parts information

Refer to the ETKA parts catalogue