

Technical product information

Topic	Knocking noise from the front and/or rear - DTC C1298F1 evident within D4 and/or D5
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.	2065085/3
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

Event memory entries

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

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*	2019	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Equipment combinations

PR numbers
with 1P7

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
- DTC C1298F1 (Suspension stabilization actuator Regulation not possible) evident within diagnostic address D4 and/or D5
- Bentley Dynamic ride fault evident within the DIP

Technical background



In the event the symptoms are as described, Refer to the instructions within the Measure section of this TPI

Production change

Not applicable

Measure

NOTE: The photo shown within this TPI is of the front anti roll bar drop link, please note the issue can also be evident on the rear

1) Check the front and/or rear anti roll bar drop link has not detached (Figure 1) in this scenario DTC (C1298F1: Suspension stabilization actuator Regulation not possible) may be evident within address D4 and/or D5



Check for signs of impact on or around the affected components, ensure photographic evidence of the issues found are attached to a new or already open DISS query to support all warranty claims



Figure 1

2) Conduct a full inspection of the anti roll bar and surrounding components for any further signs of damage or deterioration



NOTE: In the event that no mechanical faults are found, the operative must raise DISS query and await feedback before conducting any further work

Or

In the event that a mechanical fault is found the operative should carry out the remaining instructions from step 3

3) 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 - Referring to the applicable Rep.Gr - Replace the applicable drop link

NOTE: Ensure a full inspection of the anti roll bar and surrounding components is conducted checking for any further signs of damage or deterioration

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