Technical product information

Topic	Squeaking/creaking noises from the front axle and/or leaks at the lower ball joint/s
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.	2065197/3
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

New customer code

Object of complaint	Complaint type	Position
whole vehicle -> vehicle areas -> front-end	noise, vibration -> noise	
whole vehicle -> vehicle areas -> front-end	noise, vibration -> rattle	
whole vehicle -> vehicle areas -> front-end	noise, vibration -> squeak	
whole vehicle -> vehicle areas -> front-end	noise, vibration -> creak	
running gear -> steering, power-assisted steering -> steer	noise, vibration -> noise	
running gear -> steering, power-assisted steering -> steer	noise, vibration -> squeak	
running gear -> running gear, springs, shock absorbers	leaks	

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		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement:

Squeaking/creaking noises when steering/manoeuvring or when the suspension compresses

and/or:

A leak is visible at the boot of the lower ball joint (grease emerging) however the boot does not show any damage

Workshop findings:

Noises:

The noises can be assigned to the lower ball joint on the left and/or right side (Figure 1 - item 20).

Leak (grease emerging):

Leak at the boot of the lower ball joint on the left and/or right side (Figure 1- item 20) is visible however the boot is undamaged.

NOTE: If the boot is damaged the lower ball joint must be replaced however warranty payments will not be permitted in this scenario

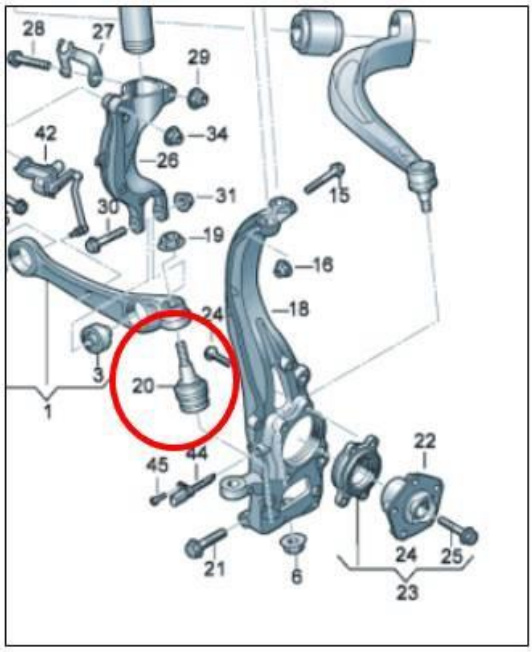

Figure 1

Technical background

In the event the symptom is as described, the operative should carry out the instructions within the Measure section

Make sure that the production date of the new ball joint is 36/19 or later (see date code example circled in Figure 2 - Week 36 of 2019).

Figure 2

Production change

Not applicable

Measure

1) Referring to Rep.Gr 20 - Replace the left and/or right side lower ball joint

Please note: Within this procedure there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure

2) Carry out wheel alignment and ensure the driver assist system calibrations are performed **(Depending on vehicle specification)** 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

Time to replace the ball joint (x1 side)

Warranty Type	110 or 910
Damage Service Number	40 36
Damage Code	00 10
Labour Operation Code	40 36 19 50
Time	10 TU

Time to remove and refit the front lower suspension lever (x1 side)

Labour Operation Code	40 17 19 00
Time	140 TU

Time to remove and refit the front lower suspension lever (both sides)

Labour Operation Code	40 17 20 00
Time	190 TU

Alignment of applicable driver assist systems (Depending on vehicle specification)

- 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

Refer to the ETKA parts catalogue