

Technical product information

Topic	Steering rack diagnosed as faulty (Requires replacement) - Guidelines prior to replacing the steering rack
Market area	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.	2072029/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> steering, power-assisted steering -> steer	noise, vibration -> noise	
running gear -> steering, power-assisted steering -> electro-mechanical power steering	functionality -> defective function sequence	

New workshop code

Object of complaint	Complaint type	Position
running gear -> steering system -> steering gear -> electro-mechanical steering torque sensor	component / consumables -> incorrectly installed	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
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

Steering rack diagnosed as faulty (requires replacement)

Technical background

In the event the steering rack is diagnosed as faulty, the operative must conduct the instructions within the Measure section to completion

Production change

Not applicable

Measure

1) Raise a technical DISS query ensuring the onward details are attached:

- Clear description of the issue for example - Noisy steering rack
- Clear video of the issue
- Clear photograph of the steering rack serial numbers (Figure 1)

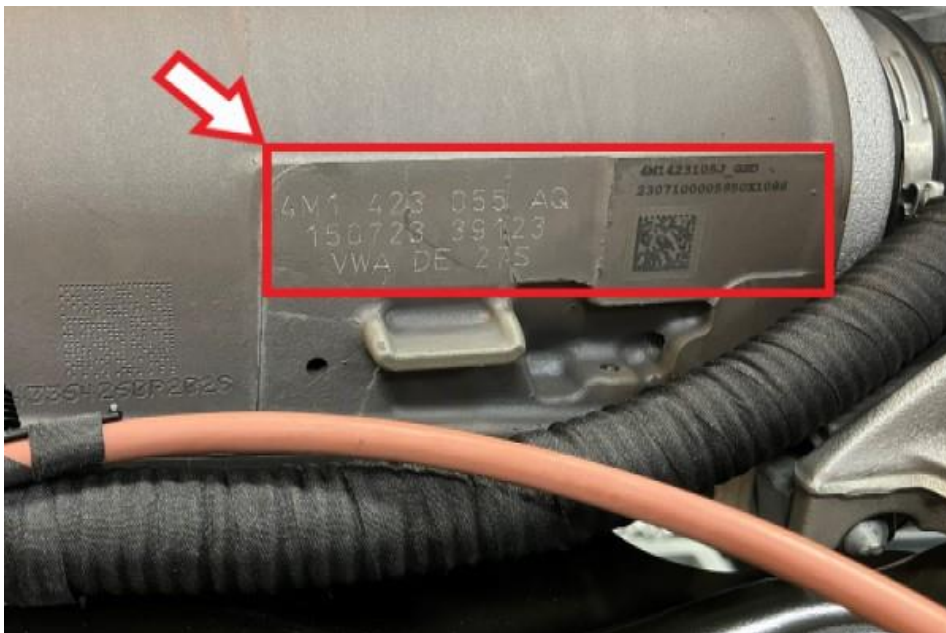


Figure 1

2) Once the required information has been attached to a technical DISS query, the operative should wait for permission before replacing the steering rack. Once permission has been granted via DISS the steering rack can be replaced - Refer to Rep. Gr 48 Steering rack and power steering control unit (J500)

Warranty accounting instructions

Time to replace the steering rack and power steering control unit (J500) - To remove and fit

Warranty Type 910 or 110
 Damage Service Number 48 40
 Damage Code 00 20

W12 engine derivative - Time to remove and refit the steering rack and power steering control unit (J500)

Labour Operation Code 48 35 19 00
 Time 700 TU

Time to transfer components

Labour Operation Code 48 35 55 50
 Time 30 TU

V8 Kovomo engine derivative - Time to remove and refit the steering rack and power steering control unit (J500)

Labour Operation Code 48 35 19 20

Time 820 TU

Time to transfer components

Labour Operation Code 48 35 55 50

Time 30 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

Road test

Labour Operation Code 01 21 00 00

Time 50 TU

Parts information

Refer to the ETKA parts catalogue