

Technical product information

Topic	Squeaking noise from the footwell whilst steering / manoeuvring at low speed
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.	2073002/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> steering system -> steering column	noise, vibration -> squeak	lower
running gear -> steering, power-assisted steering -> steer	noise, vibration -> squeak	
running gear -> steering, power-assisted steering -> steer	noise, vibration -> noise	

Vehicle data

Bentayga Series

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

Squeaking noises from the foot well (Figure 1) with whilst steering / manoeuvring at low speed



Figure 1

Technical background

- Noise is apparent with steering input whilst steering / manoeuvring at low speed
- Noise is evident from the rubber collar on the lower steering column
- Noise is apparent when the steering wheel is adjusted to the fully upwards position

Tip: Forward and rearward position does not affect the noise

- The rubber collar which is fitted to the intermediate steering shaft in some cases can contact the sealing boot

Production change

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Measure

1) Referring to Rep.Gr 48 - Intermediate steering column removal - Remove the intermediate steering shaft and place it on the workbench (Figure 2)



Figure

CAUTION

Please use suitable cut-resistant safety gloves when conducting

2) Using a suitable knife cut (shape) the intermediate steering shaft rubber collar on the sleeve side at a 45° angle (Figure 3) until at the condition is as shown in Figure 4



Figure 3

⚠ WARNING

Warning: Do Not slide the rubber collar on the shaft

Only the sealing boot may be moved on the shaft

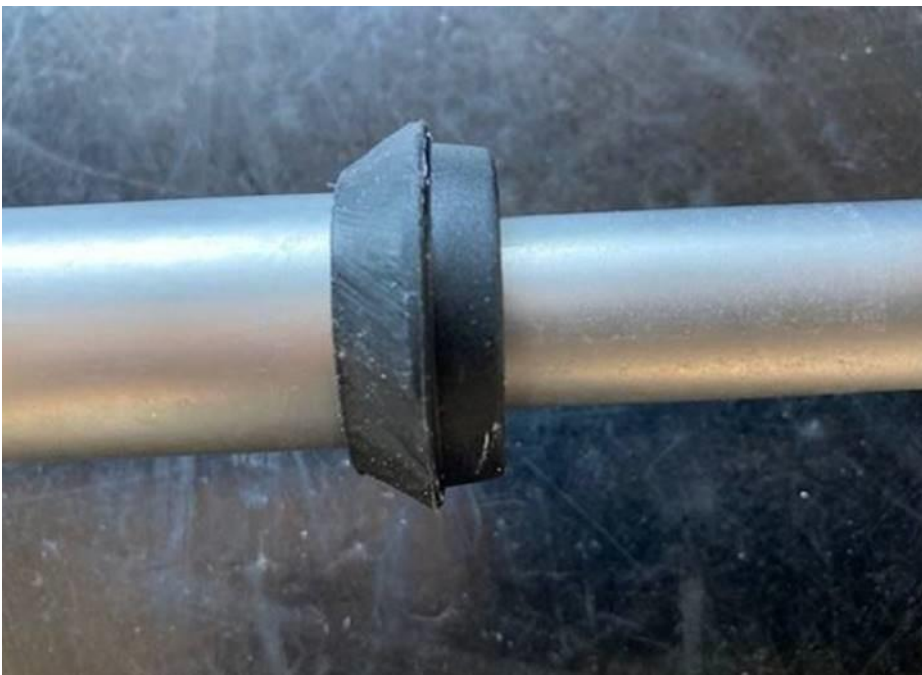


Figure 4

3) Referring to Rep.Gr 48 - Refit the modified intermediate steering shaft

Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 48 16

Damage Code 00 20

Time to remove and refit the intermediate steering shaft

Labour operation code 48 16 19 25 (Use 99 index until 07/03/24)

Time 130 Time units

Rubber ring modification

Labour operation code 48 16 49 51 (Use 99 index until 07/03/24)

Time 10 Time units