

Technical product information

Topic	Lower and/or upper front suspension lever bushes - Warranty replacement guidelines
Market area	Bentley: worldwide (2WBE), China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2075041/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> shock absorber/suspension control -> self-levelling suspension	functionality -> without function / defect	
vehicle service -> service, maintenance -> general inspection	service: process -> with determination of concern	
vehicle service -> service, maintenance -> repair execution	service: process -> with determination of concern	
vehicle service -> vehicle diagnosis	service: process	
running gear -> shock absorber/suspension control	functionality	
running gear -> adaptive suspension, pitch and roll compensation	noise, vibration	

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

The left or right hand front lower and/or upper lever bushes (Figure 1) are exhibiting minor cracks (on inspection)

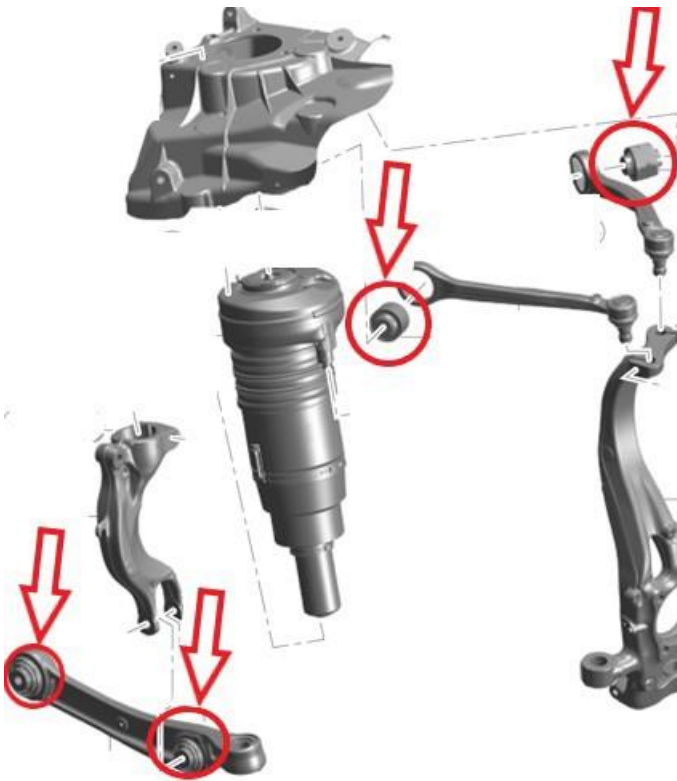


Figure 1

CAUTION

Before proceeding with replacing any of the lower and/or upper lever bushes shown in Figure 1 the operative must refer to the Technical background section of this TPI

Technical background

NOTICE

Should the bushes be in the condition shown in Figure 2 and 3 replacement is not required unless a customer complaint has been received relating to suspension noise - bush wear or overall serviceable condition



Figure 2



Figure 3



Should the bushes be in the condition shown in Figures 4, 5 or 6 - The bushes should be replaced as described within Rep.Gr 40

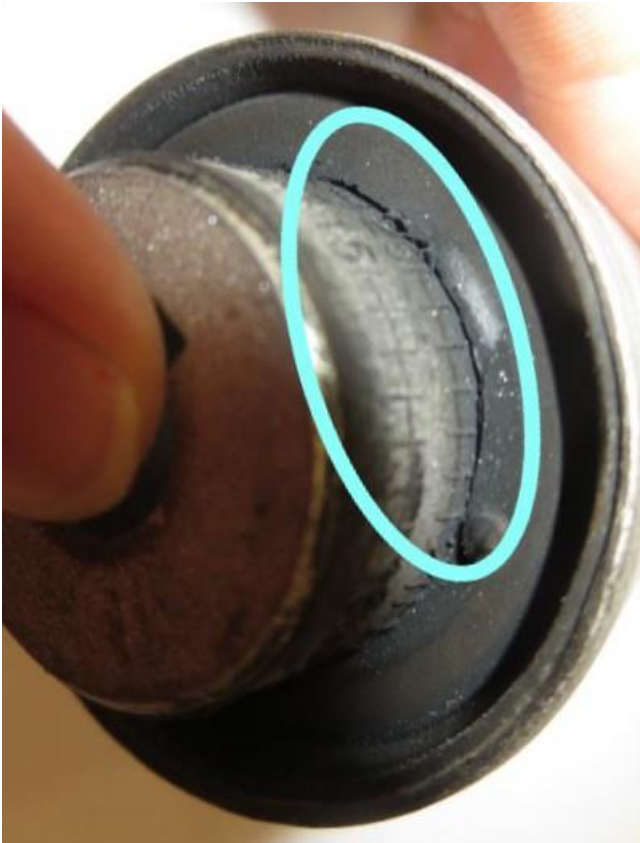


Figure 4

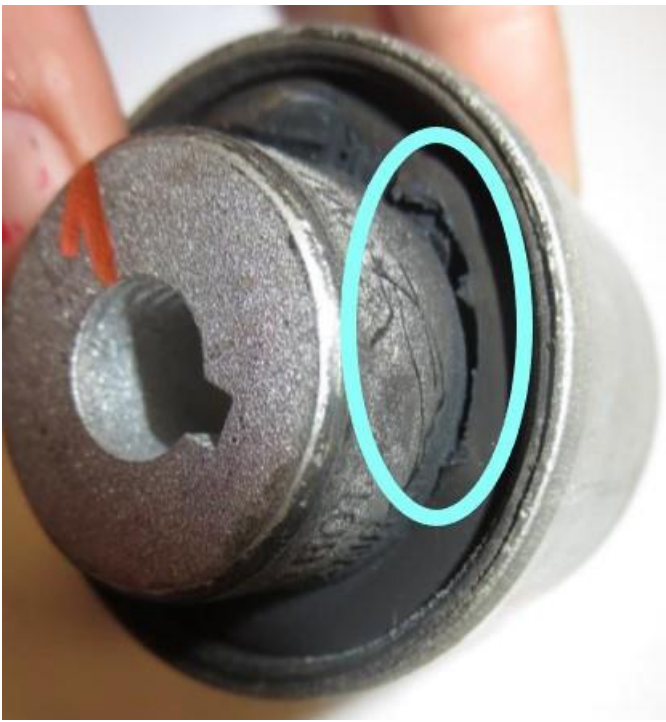


Figure 5



Figure 6



Please ensure photographs of all bushes (which require replacement) are attached to a non-technical DISS query. The warranty claim could be cancelled if the replacement criteria was not met

Or

A customer complaint was not received relating to suspension noise - bush wear or overall serviceable condition

Production change

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Measure

Refer to the Technical background section of this TPI