

Technical product information

Topic	Rear Shock absorber leaking (Left and / or Right)
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2075810/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> shock absorber	leaks -> oil leak	rear left
running gear -> running gear, springs, shock absorbers -> shock absorber	leaks -> oil leak	rear right
running gear -> shock absorber/suspension control	functionality	
running gear -> running gear, springs, shock absorbers -> shock absorber	leaks -> leaking	rear left
running gear -> running gear, springs, shock absorbers -> shock absorber	leaks -> leaking	rear right

Vehicle data

New Continental GT - New Continental GTC - 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*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Oil leak evident from the rear shock absorber (Left and / or Right)

Technical background

Should oil be leaking from the left or right rear shock absorber as shown in Figures 1 - 2 and 3, the operative should refer to the Measure section of this TPI



Figure 1



Figure 2



Figure 3

Production change

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Measure

1) Raise a non-technical DISS query - Attach photos of the leaking shock absorber(s) - Submit the non-technical DISS query - Please continue as follows:

Vehicles which have covered less than 10,000 Km (6200 Miles) one rear shock absorber is found to be leaking oil

• Replace (x1) rear shock absorber only **UNLESS THE PART NUMBER FOR THE REPLACEMENT SHOCK ABSORBER DOES NOT MATCH THE PART NUMBER OF THE ORIGINAL SHOCK ABSORBER - IN THIS SCENARIO THE OPERATIVE MUST REPLACE BOTH REAR SHOCK ABSORBERS**

Vehicles which have covered more than 10,000 Km (6200 Miles) one or both rear shock absorbers is leaking oil

• Replace both rear shock absorbers ensuring the part numbers are the same on both sides

2) Conduct wheel alignment (front and rear) and calibration of the applicable driver assist systems (Depending on vehicle specification)

Hint: This must be conducted regardless if one or both rear shock absorbers have been replaced

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 42 93

Damage code 00 50

Time to replace (x1) rear shock absorbers

Labour operation code 42 93 20 00

Time 90 T/U's

Time to replace (x2) rear shock absorbers

Labour operation code 42 93 20 00

Time 90 T/U's (submit x2 claims)

Wheel alignment and calibration of the applicable driver assist systems (Depending on vehicle specification)

NOTE: The codes for each vehicle type are the same, however some of the times may be different please note that Saga will auto-populate the times when the claim is submitted

- Vehicle front + rear measured wheel alignment checked - 44 95 03 00
- Rear wheel camber adjust - 44 94 15 50
- Rear wheel track adjust - 44 93 15 50
- Front wheel camber adjust - 44 89 15 50
- Front wheel track adjust - 44 88 15 50
- (ACC) - Radar sensor checked + adjusted - 91 63 05 51
- Overhead view camera adjusted - 90 83 15 00
- Driver assist camera adjusted - 96 38 15 50
- Control unit for (Lane change assist) adjusted - 96 35 15 00

GFF Time

Labour operation code 01 51 00 00

Time As per the ODIS log Must not exceed 10 TU

Road test

Labour operation code 01 21 00 99

Time 25 TU

Parts information

NOTE: The part numbers are correct at the time of publishing please refer to the ETKA parts catalogue for the latest parts as the part numbers may change without notice

New Continental GT - 975 513 035 J

New Continental GTC - 975 513 035 K

New Flying Spur - 975 513 035 L

Customer information

In the event that only one rear shock absorber has been replaced the rear suspension will take up to 1000 Km (620 Miles) to resume back to the original performance characteristic