

# Technical Service Bulletin

<b>Topic</b>	Steering rack diagnosed as faulty (Requires replacement) - Guidelines prior to replacing the steering rack
<b>Market area</b>	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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2072029/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Feb 21, 2025

## New customer code

Object of complaint	Complaint type	Position
chassis -> steering, steering assist -> steer	noises, vibrations -> noise	
chassis -> steering, steering assist -> electromechanical power steering	functionality -> operation sequence incorrect	

## New workshop code

Object of complaint	Complaint type	Position
chassis -> steering -> steering gear -> electromechanical steering torque sensor	component, automotive fluids -> installed incorrectly	

# 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		*	*	*
4V1*	2025	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

# Documents

Document name
<a href="#">master.xml</a>

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**Condition**

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 Solution**

Not applicable

**Service**

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)

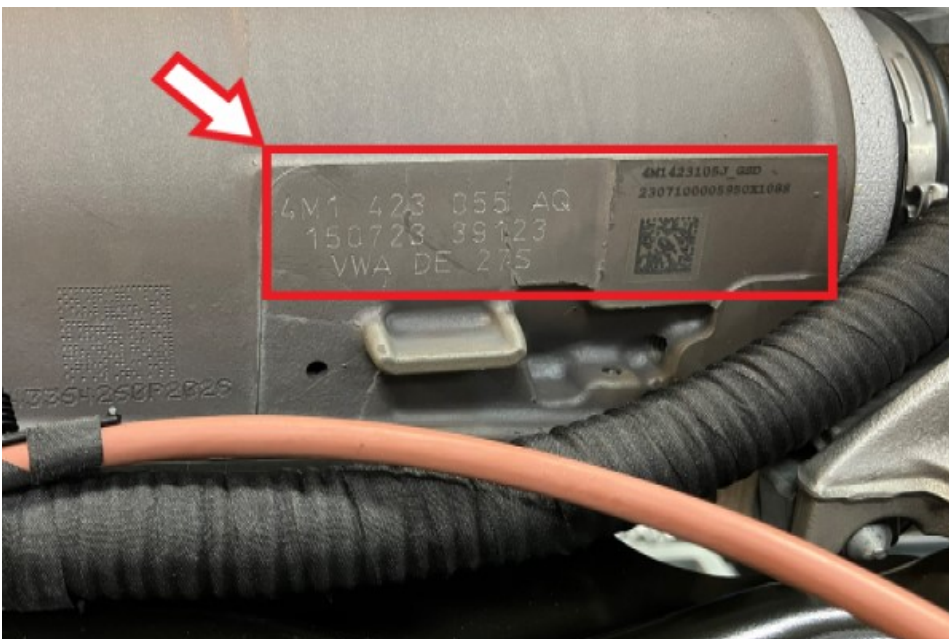


Figure 1

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**

**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

### **Required Parts and Tools**

Refer to the ETKA parts catalogue