

# Technical Service Bulletin

<b>Topic</b>	Squeaking noise from the footwell whilst steering / manoeuvring at low speed
<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>	2073002/2
<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 column	noises, vibrations -> squeaking	bottom
chassis -> steering, steering assist -> steer	noises, vibrations -> squeaking	
chassis -> steering, steering assist -> steer	noises, vibrations -> 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		*	*	*
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

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 Solution

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## Service

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



Figure 2

## CAUTION

Please use suitable cut-resistant safety gloves when conducting step 2

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**

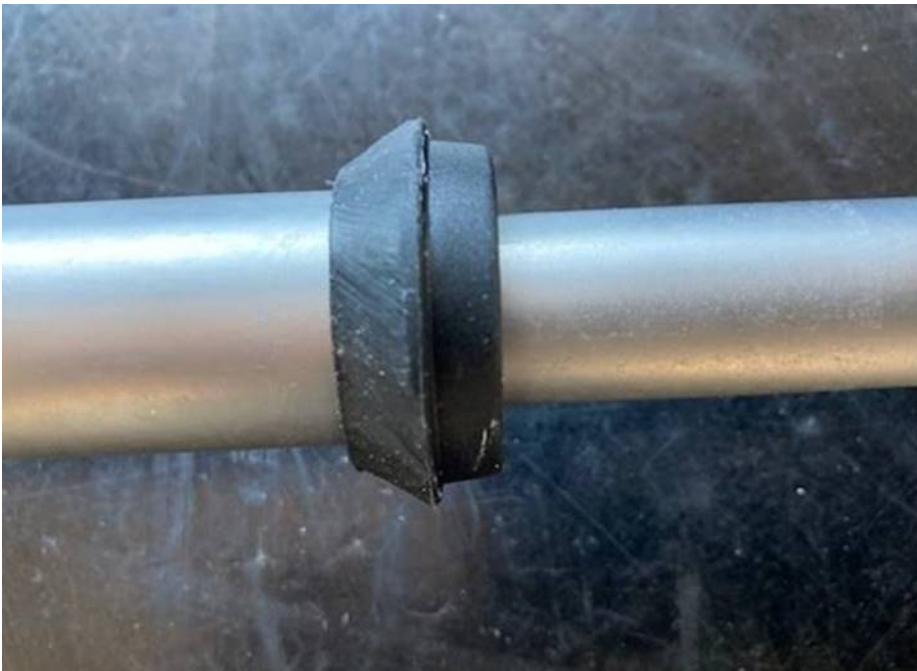


Figure 4

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

### Warranty

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