

Technical Service Bulletin

Topic	Unusual Suspension Behaviour whilst static Continental GT/GTC/Flying Spur 18-24MY
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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),Russian Federation 935 Volkswagen Group RUS (6935),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.	2064555/2
Level	EH
Status	Released for publishing
Release date	May 13, 2025

New customer code

Object of complaint	Complaint type	Position
chassis -> damping/suspension regulation -> roll compensation	functionality -> operation sequence incorrect	
chassis -> level control system, pitch and roll compensation	functionality	
chassis -> level control system, pitch and roll compensation	dimensional accuracy	

New workshop code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> battery management -> de-energized state	functionality -> cannot be activated	
power, vehicle electrical system, data transfer -> power supply -> high-voltage battery	electrical -> voltage too high	

Vehicle data

Continental GT/GTC and 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

Condition

Customer statement:

Unusual air suspension behaviour when the vehicle is static for example:

- Air suspension raising and lowering without request

NOTE: Customer complaints regarding 'hard' suspension when driving the vehicle may also be received

Technical Background

To confirm the issue is as described within the Customer statement refer to the video on the Bentley Hub referencing TPI 2064555/-

In the event that the issue is as shown within the video the instructions within the Measure section should be followed

Production Solution

Not applicable

Service

- 1) Carry out an inspection the left and right hand rear shock absorbers, checking for damage,leaks and/or misalignment as shown in Figures 1,2 and 3



Figure 1



Figure 2



Figure 3

2) In the event that one or both of the rear shock absorbers are as shown/described - Replace the affected shock absorber. Refer to ElsaPro, Repair Group 42 'Shock absorber – remove + install'

And also follow the conditions below:

- Both shock absorbers should be replaced if there is an old version of the damper on the vehicle and only if the new version is available for ordering in ETKA. This is to avoid different versions of shock absorber fitted to the same vehicle.
- Both of the shock absorbers should be replaced on the vehicle if it has completed over 10000+km of mileage.
- If fitted, inform the customer that the new shock absorber is going to settle down and perform optimally after 1000km of vehicle running.



Within the rear shock absorber replacement procedure there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure

Warranty

Time to replace x1 Shock absorber

Warranty type - 110 or 910

Damage Service Number 42 93

Damage Code 00 10

Labour

Labour Operation Code 42 93 19 00

Time 50 TU

Time to replace x2 Shock absorbers

Labour Operation Code 42 93 20 00

Time 90 TU

Required Parts and Tools

975513035L

Refer to the ETKA parts catalogue