

Technical Service Bulletin

| | |
|------------------------|--|
| Topic | Right and/or left hand front rearmost lower suspension lever inner hydraulic mount replacement guidelines |
| Market area | Bentley: worldwide (2WBE),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796) |
| Brand | Bentley |
| Transaction No. | 2069493/4 |
| Level | EH |
| Status | Released for publishing |
| Release date | Sep 19, 2025 |

New customer code

| Object of complaint | Complaint type | Position |
|--|---|----------|
| chassis -> damping\suspension regulation -> deflecting | noises, vibrations -> crunching/groaning /crackling | front |

New workshop code

| Object of complaint | Complaint type | Position |
|---|-----------------------------|----------|
| chassis -> wheel suspension, suspension, damping -> control arm bearing | noises, vibrations -> noise | right |
| chassis -> wheel suspension, suspension, damping -> control arm bearing | noises, vibrations -> noise | left |

Vehicle data

All Models

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 | | * | * | * |
| 4V1* | 2017 | E | | * | * | * |
| 4V1* | 2018 | E | | * | * | * |
| 4V1* | 2019 | E | | * | * | * |
| 4V1* | 2020 | E | | * | * | * |
| 4V1* | 2021 | E | | * | * | * |
| 4V1* | 2022 | E | | * | * | * |
| 4V1* | 2023 | E | | * | * | * |
| 4V1* | 2024 | E | | * | * | * |
| 4V1* | 2025 | E | | * | * | * |
| ZG2* | 2020 | E | | * | * | * |
| ZG2* | 2021 | E | | * | * | * |
| ZG2* | 2022 | E | | * | * | * |
| ZG2* | 2023 | E | | * | * | * |
| ZG2* | 2024 | E | | * | * | * |
| ZV1* | 2023 | E | | * | * | * |
| ZV1* | 2024 | E | | * | * | * |
| ZV1* | 2025 | E | | * | * | * |

Documents

| |
|----------------------|
| Document name |
|----------------------|

| |
|----------------------------|
| master.xml |
|----------------------------|

Condition

The right and/or left hand front rearmost lower suspension lever inner hydraulic mounts are leaking oil or showing signs of dry oil stains

Technical Background

In the event the symptom is as described please refer to the Measure section of this TPI to confirm if the right and/or left hand front rearmost lower suspension lever inner hydraulic mounts require replacement or not

Production Solution

Not applicable

Service

Guidelines regarding the replacement of the right and/or left hand front rearmost lower suspension lever inner hydraulic mounts

- In the event a customer complains of a noise ('creak') the operative should refer to TPI 2048616/-

However

- If a leak is identified by the customer (Figure 1) - Replace the right and/or left hand front rearmost lower suspension lever inner hydraulic mounts as per all instructions within Rep.Gr 40



Figure 1



NOTICE

In the event there is no customer complaint of noise and there is no visible signs of an oil leak

Or

A dry oil stain mark (Figure 2) is evident on the right and/or left hand front rearmost lower suspension lever inner hydraulic mounts

Do not replace the hydraulic mounts



Figure 2

! NOTICE

To summarise, the hydraulic mounts should only be replaced if there is a complaint of noise. Or If there is a complaint of oil is leaking from the hydraulic mounts by the customer.



In the event a leak is spotted at service and no complaint of noise is received the operative should clean the affected area using a suitable cleaning agent do not replace the hydraulic mount in this scenario