Technical Service Bulletin

Topic	Creaking/squeak noise from the front suspension (upper inner lever bushes)
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),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.	2064779/6
Level	EH
Status	Released for publishing
Release date	Dec 10, 2025

New customer code

Object of complaint	Complaint type	Position
chassis -> damping\suspension regulation -> deflecting	noises, vibrations -> crunching/groaning /crackling	front
chassis -> level control system, pitch and roll compensation	noises, vibrations	

Vehicle data

Bentayga series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
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		*	*	*
4V1*	2026	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2025	E		*	*	*

Documents

Document name
master.xml

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Condition

Customer statement

Creaking/squeak noise from the front suspension

Workshop findings:

Defective upper inner lever bush (Figure 1)

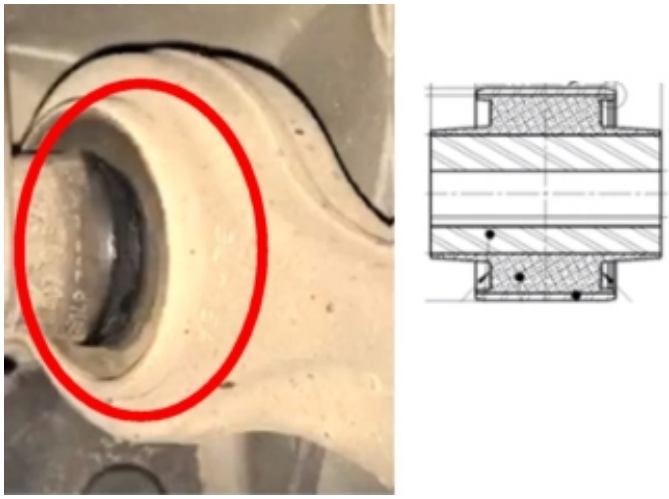

Figure 1

Technical Background

Verify that the customer complaint matches the sound file within the Bentley Hub – Reference TPI Transaction number 2064779/-

The noise present in the sound file is caused by defective upper inner lever bush/bushes, the noise can appear in the following possible scenario

- When the vehicle is moved with steering input over uneven surfaces (for e.g. a ramp or speed bump)

If the customer complaint occurs in any of the above circumstances and the noise can be clearly assigned to the noise within the sound file – Refer to the instructions within the Measure section of this TPI

VERY IMPORTANT NOTE FOR HYBRID VEHICLES:

- ***Hybrid vehicles use a High voltage system and MUST only be worked on by suitably qualified personnel.***
- ***Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a High voltage system***

Production Solution

Not applicable

Service

1) Replace the left hand front (x2) and right hand front (x2) upper inner lever bushes - Refer to Repair manual Rep.Gr.40 front suspension, upper lever bush/bushes - to remove and fit

Within the Repair manual procedure there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure – Refer to Elsa pro and ETKA parts catalogue

2) Depending on vehicle specification

Carry out wheel alignment and ensure the driver assist system calibrations are performed as follows:

- Vehicle front + rear measured wheel alignment checked
- Rear wheel camber adjust
- Rear wheel track adjust
- Front wheel camber adjust
- Front wheel track adjust
- (ACC) - Radar sensor checked + adjusted
- Overhead view camera adjusted
- Driver assist camera adjusted
- Control unit for (Lane change assist) adjusted
- Night vision system calibration
- Headlamps to adjust

3) Raise a non-technical DISS query attaching the following

- Before and after screen shots of the wheel alignment results
- Screen shots confirming the applicable drive assist systems have been successfully adjusted/calibrated

Warranty

Warranty type	110 or 910
Damage Service Number	40 13
Damage Code	00 20

Bentayga

Labour Operation Code	40 13 20 00
Time	100 TU (Time to replace the left hand front (x2) and right hand front (x2) upper suspension lever bushes)

Alignment procedures 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

Required Parts and Tools

Part number	Description	Quantity
4M0 407 515A	upper inner lever bush	4
Refer to ETKA parts catalogue	Single use items (As per the applicable Rep.Gr instruction)	As per the applicable Rep.Gr instruction