

Technical product information

Topic	Steering rack diagnosed as faulty (Requires replacement) - Guidelines prior to replacing the steering rack
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2072029/3
Level	EH
Status	Released for publishing
Release date	March 17 2026

New customer code

Object of complaint	Complaint type	Position
running gear -> steering, power-assisted steering -> electro-mechanical power steering	functionality -> defective function sequence	
running gear -> steering, power-assisted steering -> steer	noise, vibration -> noise	

New workshop code

Object of complaint	Complaint type	Position
running gear -> steering system -> steering gear -> electro-mechanical steering torque sensor	component / consumables -> incorrectly installed	

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

master.xml

 Connection offline

Technical product information

Transaction No.:
2072029/3

Steering rack diagnosed as faulty (Requires replacement) - Guidelines prior to replacing the steering rack

Customer statement / workshop findings

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

Revision History

2072029/3 – Update to Warranty accounting instructions

Production change

Not applicable

Measure

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)

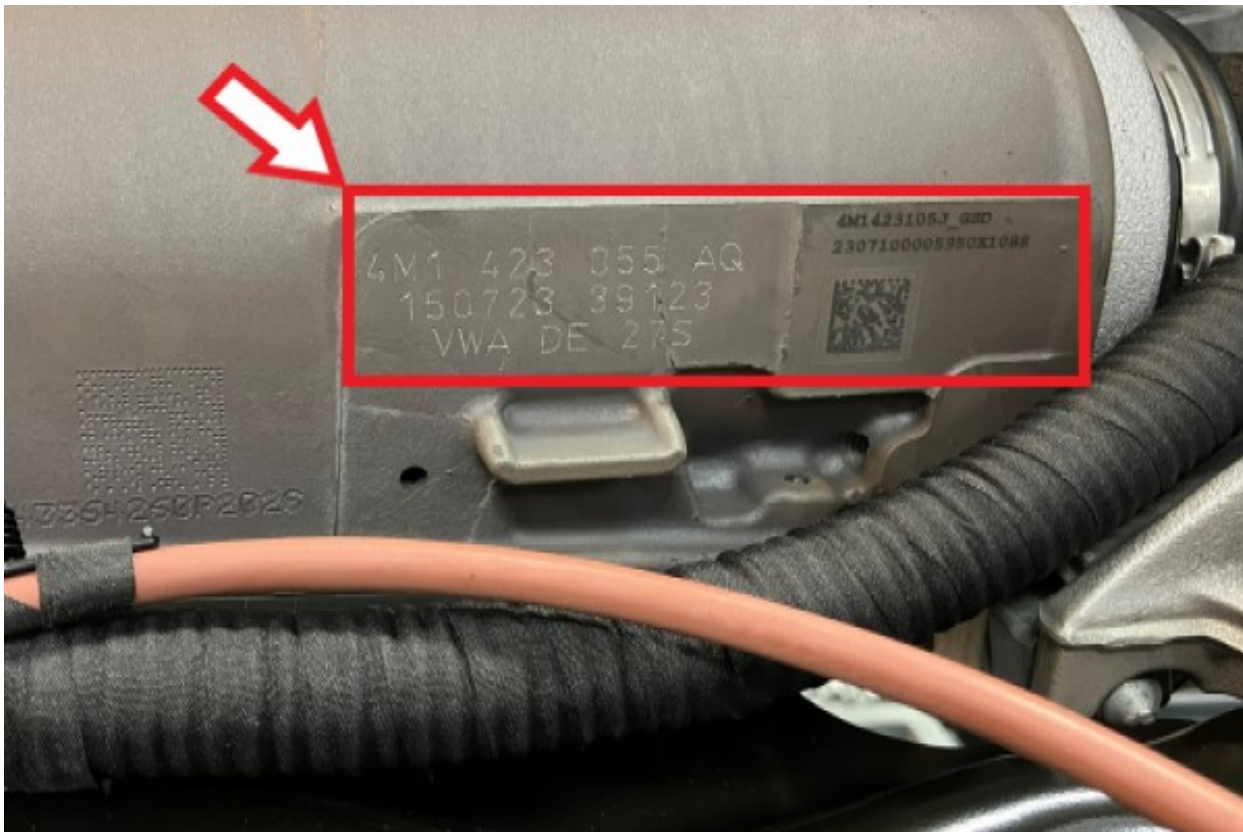


Figure 1

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 accounting instructions

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: 330 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

Parts information

Refer to the ETKA parts catalogue