

Technical product information

Topic	Front suspension creak in bump
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2048616/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> shock absorber/suspension control -> jounce	noise, vibration -> creak	front

New workshop code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> axle member mount	noise, vibration -> noise	left
running gear -> running gear, springs, shock absorbers -> axle member mount	noise, vibration -> noise	right

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	***	**	*	*	C	001000	012786		

Documents

Document name
master.xml

Customer statement / workshop findings

Creak from front suspension when negotiating obstacle such as speed bump whilst braking

Technical background

Front suspension entering bump phase during braking can produce an audible creak from lower control arm hydraulic mount.

Production change

Specification of hydraulic fluid in mount revised from VIN SJAAB14V4HC012786

Measure

In the event of a qualified customer statement as detailed above then replace right hand front suspension and left hand front suspension rear most lower suspension levers (1)

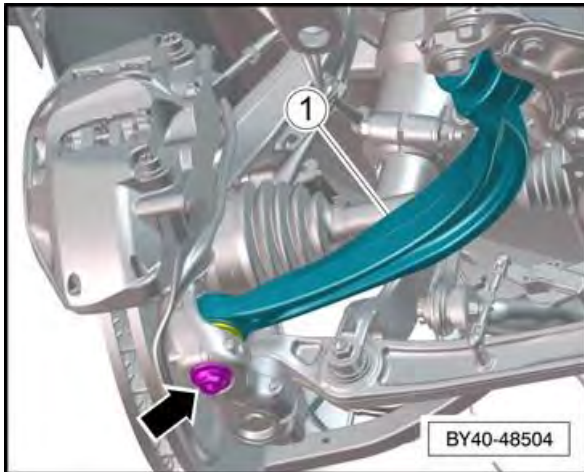


Figure 1

Figure 1 details the left hand front suspension, rear most lower suspension lever (1)

Refer To workshop manual Rep. Gr. 40 "Lower suspension lever – Rear – To Remove and fit"

Warranty accounting instructions

Warranty type	110 or 910
Labour Operation Code	40162000
Damage Service Number	4016
Damage Code	0020
Time	160TU (for both front suspension rear levers)

Parts information

Part number	Description	Quantity
4M0407693E	Lower suspension lever left hand	1
4M0407694E	Lower suspension lever right hand	1