

## Technical product information

<b>Topic</b>	Steering rack noise during extended city drive cycle
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2046733/4
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
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*	2017	E		*	*	*
4V1*	2018	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SJA	***	**	*	*	*	000001	019889		

## Documents

Document name
master.xml

Steering rack noise during extended city drive cycle

## Customer statement / workshop findings

Steering grinding noise after vehicle driven for extended period in city conditions

## Technical background

Steering rack internal torque sensor defective

## Production change

Redesigned torque sensor

## Measure

In the event the aforementioned customer complaint is evident please refer to the following instructions:

**Left hand drive prior to VIN SJAAF14V1JC018474 (4N1)** steering racks: If the symptom detailed in this TPI has been reported by the owner and confirmed please replace the steering rack – refer to workshop manual Rep.Gr 48 Steering rack and power steering control unit (J500) - To remove and fit

**Righthand drive prior to VIN SJAAE14V9JC019889 (4N2)** steering racks: If the symptom detailed in this TPI has been reported by the owner and confirmed please replace the steering rack – refer to workshop manual Rep.Gr 48 Steering rack and power steering control unit (J500) - To remove and fit