

Technical product information

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

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 order for this noise to be present, the steering must be in motion. The noise is only present after extended city driving. Please also refer to TPI 2048616 and listen to both videos to verify the correct TPI to be applied

Listen to the below video:

<https://vimeo.com/291048094>

In the event the customer complaint can be clearly assigned to the above video, 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