

Technical product information

Topic	Squeaking/droning noise from the steering column
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2059195/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> steering, power-assisted steering	noise, vibration	
running gear -> steering system	noise, vibration	
running gear -> steering, power-assisted steering -> steer	noise, vibration -> noise	

Vehicle data

Bentayga

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		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	C	000001	024713		

Documents

Document name
master.xml

Customer statement / workshop findings

When turning the steering wheel a squeaking/droning noise from the location shown in Figure 1 is evident

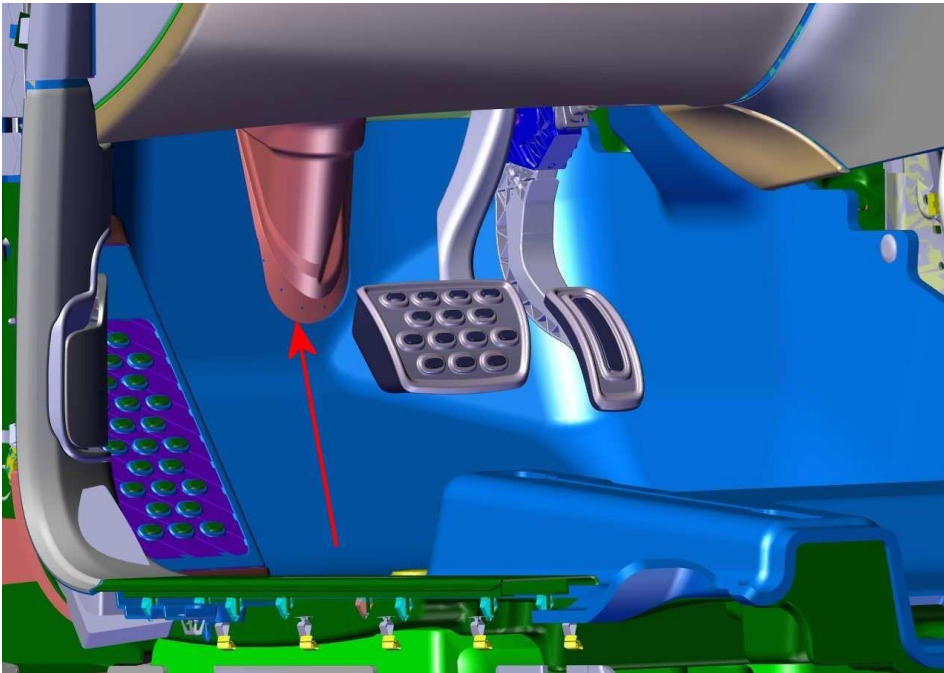


Figure 1

Technical background

The noise is due to a lack of grease to the intermediate steering shaft bearing which is located within the rubber insulator panel

Production change

Extra grease applied to the bearing at the time of production from VIN SJAAM4ZVXKC024713

Measure

- 1) Remove the lower dashboard panel. Refer to "Lower dashboard panel (drivers side) - to remove and fit Rep. Gr70
- 2) Referring to Figure 2 - From the drivers footwell - Gain access to the bearing which is located within the intermediate steering shaft rubber insulator panel



Figure 2

- 3) Clean inside the rubber insulator panel and the bearing of any debris which may have dropped from the carpet/cabin area
- 4) With care - Move the rubber insulator panel to apply grease to the top of the bearing ensuring all accessible/visible parts of the bearing are evenly coated with grease
- 5) Check/Confirm the issue is no longer evident

Warranty accounting instructions

Warranty type 910 or 110

Damage service number 48 16

Damage code 00 20

Labour

Labour Operation Code 48 16 41 01 (Use 48 16 41 99 until 07/05/20)

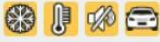
Time units 30 Time units

Parts information

Beruglide L grease as per specification shown below, this must be sourced locally

Should the recommended grease not be locally available please source a suitable alternative of the exact same specification in particular the operating temperature range as the grease can degrade in high operating temperatures

Beruglide L



Technical Data

Properties:

Base oil	Perfluoropolyether (PFPE)
Thickener	Polytetrafluorethylene (PTFE)
Base oil viscosity [mm ² /s] at 40 °C	160
Base oil viscosity [mm ² /s] at 100 °C	16
Service temperature minimum	-40
Examples of application	Anti-squeak applications, convertible top gear unit

Value marked in grey indicates short term maximum temperature

All indications and values correspond to latest knowledge and do not represent any product specification.