

Technical product information

Topic	Squeaking noise from the front suspension when driving on uneven road surfaces
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2066481/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> shock absorber/suspension control -> roll compensation	functionality -> defective function sequence	
running gear -> adaptive suspension, pitch and roll compensation	functionality	
running gear -> adaptive suspension, pitch and roll compensation	dimensional accuracy	

Vehicle data

New Continental GT/GTC and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*

Documents

Document name
master.xml

Squeaking noise from the front suspension when driving on uneven road surfaces

Customer statement / workshop findings

Squeaking noise from the front suspension when driving on uneven road surfaces

Technical background

Refer to the videos which are on the Bentley Hub referencing TPI 2066481/-

Video title - 2066481

TIP: The noise is evident within this video between 10 and 12 seconds

Video title - Damper squeak

The noise is evident within this video at 3 seconds

Should the symptoms be as described the operative should refer to the Measure section of this TPI

Production change

All VIN's post SCBCX13S8MC087651 have the latest specification front air spring dampers fitted

Measure

1) Referring to the Running gear - Noise identification TPI2056407/- Measure the frequency of the squeak

NOTE: Should the frequency fall between 4.4 and 4.6kHz (as per videos on the Bentley Hub) the operative should conduct the remaining instructions to completion

2) Referring to Rep.Gr 40 - Replace the left and right hand front air spring dampers

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Within the front air spring damper procedure there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure - Refer to the ETKA parts catalogue

3) Referring to Rep.Gr 44 - Check and adjust the suspension and steering geometry

4) Once the wheel alignment has been carried out, where fitted the following "Bentley Safeguard" systems MUST be recalibrated:

- *Automatic cruise control*
- *Night vision*
- *Front camera for driver assist systems*
- *Rear radar*
- *Top view/rear view camera (Specification dependant)*
- *Matrix headlights (Specification dependant)*

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IMPORTANT: Failure to carry out these adjustments will lead to erratic operation of the driver assist systems

Warranty accounting instructions

Time to remove and refit the left and right hand front air spring dampers

Warranty type - 110 or 910

Damage Service Number 43 31

Damage Code 00 20

Labour

Labour Operation Code 43312000

Time 410 TU

Time to replace the left and right hand front air spring dampers

Labour

Labour Operation Code 43315650

Time 10 TU

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Refer to labour operation section within Elsa pro for the following:

- Check and adjust the suspension and steering geometry
- VIN applicable/specified "Bentley Safeguard" systems

Parts information

Refer to the ETKA parts catalogue