

Technical product information

Topic	Clicking noises from the left and/or right front corner(s)
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052853/9
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> steering, power-assisted steering -> steer	noise, vibration -> crackle	
running gear -> brakes, brake control -> service brake	noise, vibration -> clicks	
running gear -> shock absorber/suspension control -> jounce	noise, vibration -> noise	front

Vehicle data

Bentayga series

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		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*

Documents

Document name
master.xml

Clicking noises from the left and/or right front corner(s)

Customer statement / workshop findings

Clicking noises from the left and/or right front corner(s)

Technical background

In order to accurately diagnose and repair customer reported clicking noises from the front corner(s) the Measure section of this TPI consists of three individual sections, each section describes the symptom and the remedy which should be applied

Symptoms and descriptions regarding clicking noises can appear to be very similar when described, where possible the customer should demonstrate the reported symptom to enable correct diagnosis

Revision history – 2052853/9

- Addition of requests for photographs of the front brake discs and wheel mating surfaces
- Change to the Measure section depending on VIN
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Production change

Refer to the Measure section

Measure

Symptom 1

Single click from the front wheel corner(s) when the steering is moved from lock to lock whilst stationary

Verify that the customer complaint matches the video within the Bentley Hub – Reference TPI Transaction number 2052853/- Symptom 1

- If so then replace both front lower inner control arm bushes (Figure 1)

IMPORTANT: Please check the vehicle Repair History to confirm the inner bushes have not been previously replaced, if they have been replaced once before, You must then replace the complete arm, Do Not carry out the bush replacement procedure more than once (per lever)

IMPORTANT: Prior to starting this procedure ensure you have assembly lubricant part number G 052 566 A2 this must be used when fitting the new replacement bushes, the lubricant should only be used when the bushes are replaced as per the instructions within TPI 2052853/-

Each bush should have 5ml of lubricant applied prior to fitment within the bush, the grease should remain present throughout the fitting/pressing in procedure as the grease aids the fitting process and is also crucial once fitted to eliminate any further noise issues *Please Note that x1 – 100 ml tube will be sufficient for use on 20 bushes (10 vehicles) – Do not order x1 tube of lubricant per each individual vehicle complaint*

1) Remove the left and right hand side Lower suspension levers - Refer to Repair manual Rep.Gr.40

- Once removed refer to the attached document and follow the instructions to replace the left and right hand side lever inner bushes

Within the Repair manual 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 Elsa pro and ETKA parts catalogue

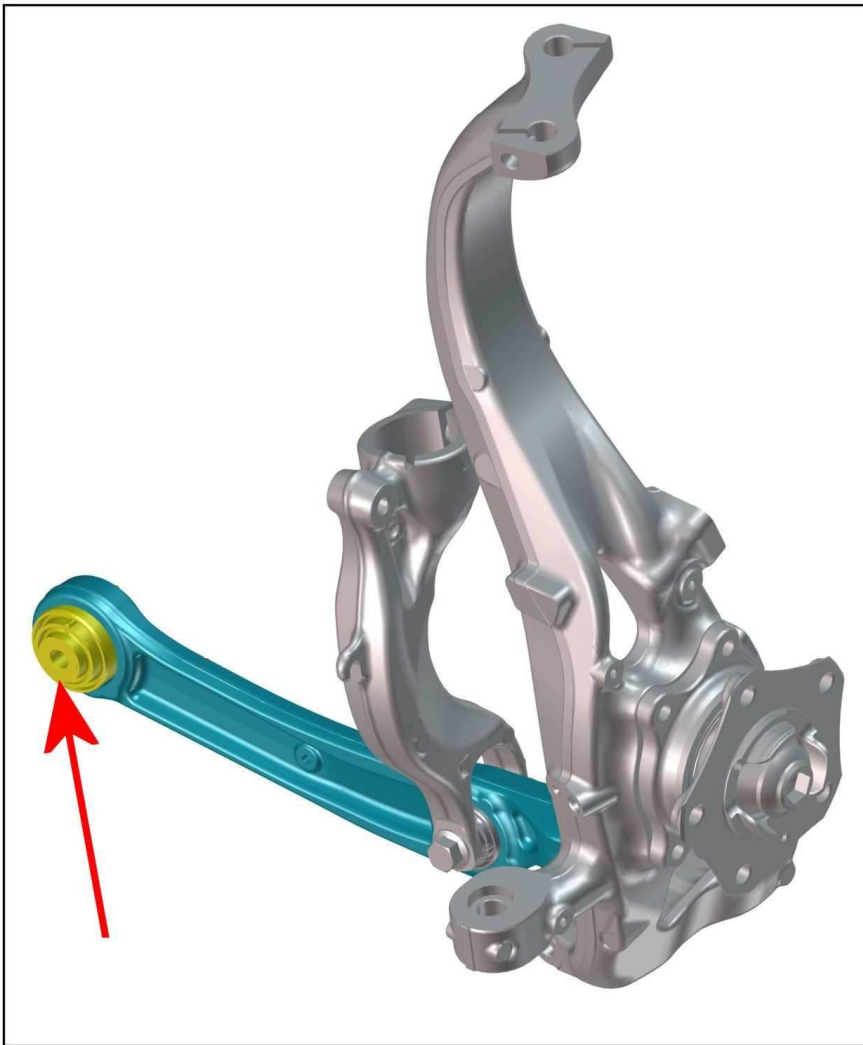


Figure 1

For this TPI only (Symptoms 2 and 3) the best practice of replacing brake pads whenever new brake discs are fitted is only required if, on inspection, the brake pads are determined not to be serviceable for example they are found to be worn, cracked, uneven wear, contaminated, degraded due to foreign matter e.g road salt/pebbles damage

IMPORTANT NOTE: The replacement of the brake pads is not required to actually fix the issues described in symptoms 2 and 3, the brake pads cannot be replaced under warranty as part of this repair

Symptom 2 (Iron brakes only)

Continuous clicking noises from the front wheel corner(s) of the vehicle whilst driving forwards or in reverse – with steering input and at low speeds (car park speeds)

Verify that the customer complaint matches the video within the BentleyHub – Reference TPI Transaction number 2052853/- Symptom 2

Upto and including VIN SJAAF1ZV1KC025919

-Take a Photograph of both front brake discs and both front wheel mating surfaces

NOTE: Attach the photos to a new or existing DISS query

- Replace all front wheel bolts and retest to confirm if the issue is still evident

NOTE: If the issue is still evident - Replace both front brake discs Rep.Gp.46 Front brake discs - to remove and fit

Post VIN SJAAF1ZV1KC025919

- Raise a new DISS query or respond to an already open query with the following information

- Clear video of the issue must be attached
- Photographs of the left and right hand front brake disc date of manufacture stamp as shown in Figure 2
- Await feedback via DISS before conducting any further work

NOTE: The date shown in Figure 2 is 08-01-21



Figure 2

Symptom 3 (Iron brakes only)

Continuous clicking from the front wheel corner(s) whilst driving forwards with the brakes applied from 10mph to stop with no steering input

Verify that the customer complaint matches the video within the Bentley Hub – Reference TPI Transaction number 2052853/- Symptom 3

Upto and including VIN SJAAM2ZV2KC027853

-Take a Photograph of both front brake discs and both front wheel mating surfaces

NOTE: Attach the photos to a new or existing DISS query

- Replace all front wheel bolts and retest to confirm if the issue is still evident

NOTE: If the issue is still evident - Replace both front brake discs Rep.Gp.46 Front brake discs - to remove and fit

Post VIN SJAAM2ZV2KC027853

- Raise a new DISS query or respond to an already open query with the following information

- Clear video of the issue must be attached
- Photographs of the left and right hand front brake disc date of manufacture stamp as shown in Figure 2
- Await feedback via DISS before conducting any further work

Warranty accounting instructions

On successful completion of this TPI the retailer should submit a DISS complaint query (only) ensuring the symptom number which was used to solve the complaint is included within the query NOTE: Technical DISS queries are not required

Symptom 1 – Remove and refit the right and left hand front levers

Warranty Type	110 or 910
Labour Operation Code	40 17 20 00
Damage Service Number	40 17
Damage Code	00 20
Time	190 Time units

Replacement of the right and left hand front lower inner bushes

Warranty Type	110 or 910
Labour Operation Code	40 20 56 50

Damage Service Number	40 20
Damage Code	00 20
Time	20 Time units

Symptoms 2 and 3

Two wheels removed and reinstalled

Warranty Type	110 or 910
Labour Operation Code	44 05 20 00
Damage Service Number	46 50
Damage Code	00 20
Time	10 TU

Two front brake discs replaced

Warranty Type	110 or 910
Labour Operation Code	46 50 56 50
Damage Service Number	46 50
Damage Code	00 20
Time	90 TU

Parts information

Symptom 1

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IMPORTANT: Please check the vehicle Repair History to confirm the inner bushes have not been previously replaced, if they have been replaced once before, You must then replace the complete arm, Do Not carry out the bush replacement procedure more than once (per lever)

Part Number	Description	Quantity
Asper ETKA parts catalogue	Front lower inner control arm bushes	2
G 052 566 A2	Assembly grease - 100 ml tube	1

Please Note that x1 – 100 ml tube will be sufficient for use on 20 bushes (10 vehicles) – Do not order x1 tube of lubricant per each individual vehicle complaint

Symptoms 2 and 3

The required replacement parts should be ordered using ETKA parts catalogue from Bentley Motors Limited Crewe or through your regional parts distribution centre