

## Technical product information

<b>Topic</b>	Knocking noise from the front (Driving over an uneven road surface) - Front trailing arm hydraulic mount damaged/leaking
<b>Market area</b>	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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2067403/4
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod	component / consumables -> damaged	front left
running gear -> adaptive suspension, pitch and roll compensation	noise, vibration	
running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod	component / consumables -> damaged	front right
running gear -> running gear, springs, shock absorbers -> stabiliser bar	visual appeal / surface -> corrosion	front
running gear -> running gear, springs, shock absorbers -> stabiliser bar	visual appeal / surface -> corrosion	rear
running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod	component / consumables -> damaged	rear left
running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod	component / consumables -> damaged	rear right

## 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		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>

Knocking noise from the front (Driving over an uneven road surface) - Front trailing arm hydraulic mount damaged/leaking

**Customer statement / workshop findings**

**Customer statement**

Knocking noise from the underside of the vehicle (front) when driving on uneven road surfaces

**Workshop findings**

Front trailing arm hydraulic mount found damaged/leaking as shown in Figures 1 and 2



Figure 1



Figure 2

## Technical background



If the customer complaint and symptoms are as described - Refer to the instructions within the Measure section of this TPI

**HINT:** The front lower trailing arm hydraulic mounts can be replaced individually without the requirement to replace the complete front trailing arm

**Please refer to Rep.Gr 40 - Lower suspension lever hydraulic mount - To replace**

## Production change

Not applicable

## Measure

1) Referring to Rep.Gr 40 - Lower suspension lever hydraulic mount - To replace - Replace the applicable front lower trailing arm hydraulic mount

**NOTE:** The front lower trailing arm hydraulic mounts should not be replaced in pairs (unless both are damaged/worn) only the damaged/leaking trailing arm hydraulic mount should be replaced

**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**

2) Refer to Rep.Gr 44 - Check and adjust the suspension and steering geometry (Wheel alignment)

**CAUTION:** Once the wheel alignment has been carried out, where fitted all “Bentley Safeguard” systems **MUST** be recalibrated



Failure to carry out the applicable adjustments will lead to erratic operation of the driver assist systems

## Warranty accounting instructions

Warranty type	110 or 910
Damage Service Number	40 17
Damage Code	00 18

### **Time to remove and refit (x1) front lower trailing arm**

Labour Operation Code 40 17 19 00

Time 130 TU

### **Time to remove and refit (x2) front lower trailing arm**

Labour Operation Code 40 17 20 00

Time 180 TU

### **Time to replace (x1) front lower trailing arm hydraulic mount**

Labour Operation Code 40 20 55 50

Time 30 TU

### **Time to replace (x2) front lower trailing arm hydraulic mount**

Labour Operation Code 40 20 56 50

Time 60 TU

### **Alignment of applicable driver assist systems (Depending on vehicle specification)**

- Vehicle front + rear measured wheel alignment checked - 44 95 03 00 - 110 TU
- Rear wheel camber adjust - 44 94 15 50 - 30 TU
- Rear wheel track adjust - 44 93 15 50 - 30 TU
- Front wheel camber adjust - 44 89 15 50 - 40 TU
- Front wheel track adjust - 44 88 15 50 - 20 TU
- (ACC) - Radar sensor checked + adjusted - 91 63 05 51 - 30 TU
- Overhead view camera adjusted - 90 83 15 00 - 40 TU
- Driver assist camera adjusted - 96 38 15 50 - 120 TU
- Control unit for (Lane change assist) adjusted - 96 35 15 00 - 50 TU
- Night vision system calibration - 90 80 15 50 - 40 TU
- Headlamps to adjust - 94 15 16 00 20 TU

### **Parts information**

Unless the hydraulic mount is shown as separately available within the Bentley ETKA parts catalogue, the front lower trailing arm hydraulic mount can be sourced locally from a Porsche retailer

NOTE: If the part is sourced from Porsche for a warranty repair, it must be claimed as an "outside part"

The part number for the front lower trailing arm hydraulic mount is as follows:

Left hand hydraulic mount - 971 407 182D

Right hand hydraulic mount - 971 407 183D

**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**