

Technical product information

Topic	Right and/or left hand front rearmost lower suspension lever inner hydraulic mount replacement guidelines
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.	2069493/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> shock absorber/suspension control -> jounce	noise, vibration -> creak	front

New workshop code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> axle member mount	noise, vibration -> noise	left
running gear -> running gear, springs, shock absorbers -> axle member mount	noise, vibration -> noise	right

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		*	*	*
4V1*	2023	E		*	*	*
ZV1*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The right and/or left hand front rearmost lower suspension lever inner hydraulic mounts are leaking oil or showing signs of dry oil stains

Technical background

In the event the symptom is as described please refer to the Measure section of this TPI to confirm if the right and/or left hand front rearmost lower suspension lever inner hydraulic mounts require replacement or not

Production change

Not applicable

Measure

Guidelines regarding the replacement of the right and/or left hand front rearmost lower suspension lever inner hydraulic mounts

- In the event a customer complains of a noise ('creak') the operative should refer to TPI 2048616/-

However

- If a leak is identified by the customer (Figure 1) - Replace the right and/or left hand front rearmost lower suspension lever inner hydraulic mounts as per all instructions within Rep.Gr 40



Figure 1

! NOTICE

In the event there is no customer complaint of noise and there is no visible signs of an oil leak

Or

A dry oil stain mark (Figure 2) is evident on the right and/or left hand front rearmost lower suspension lever inner hydraulic mounts

Do not replace the hydraulic mounts



Figure 2

 **NOTICE**

To summarise, the hydraulic mounts should only be replaced if there is a complaint of noise

Or

If there is a complaint of oil is leaking from the hydraulic mounts by the customer



In the event a leak is spotted at service and no complaint of noise is received the operative should clean the affected area using a suitable cleaning agent do not replace the hydraulic mount in this scenario