

## Technical product information

<b>Topic</b>	Squeaking noise from the lower steering column
<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>	2069910/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### 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

### New Continental GT/C 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
master.xml

## Customer statement / workshop findings

When turning the steering wheel from left to right a squeaking noise from the bulkhead steering shaft seal is evident

Figure 1

## Technical background

Refer to the video on the Bentley Hub referencing TPI 2069910/- In the event the noise is as shown within the video, the operative should carry out the instructions within the Measure section of this TPI

## Production change

All vehicles from VIN SCBDW33SXPC007614 are to specification however should the symptom be evident after the suggested VIN the operative should raise a DISS query and await feedback before conducting any further work

## Measure

- 1) To gain access to the seal - With care reposition the drivers carpet downwards
- 2) Refit the rubber boot
- 3) Reposition the drivers carpet
- 4) Check the issue is no longer evident - In the event the issue is still evident the operative should raise a DISS query and await feedback before conducting any further work

## Warranty accounting instructions

Warranty type	910 or 110
Damage service number	48 55
Damage code	00 20

## Labour

Labour Operation Code	48 16 41 51 (Use 99 index until 27/04/23)
Time units	10 Time units