

Technical product information

Topic	Knocking noise from rear the rear air springs - Up to approximately 30 kmh/18mph
Market area	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.	2070030/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
whole vehicle -> vehicle areas -> rear-end	noise, vibration -> thump	> not specified <
whole vehicle -> vehicle areas -> rear-end	noise, vibration -> thump	left
whole vehicle -> vehicle areas -> rear-end	noise, vibration -> thump	right

New workshop code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> suspension strut	noise, vibration -> noise	rear left
running gear -> running gear, springs, shock absorbers -> suspension strut	noise, vibration -> noise	rear right

Vehicle data

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

During light acceleration up to 30kmh/18mph a noise may be heard from the rear air springs

Hint:

The noise decreases after 30kmh/18mph due to normal driving conditions/outside influences for example - Road noise

Technical background

Please refer to the video on the Bentley Hub referencing TPI 2070030/-

In the event the issue detailed within the video is evident, this is normal behaviour, the vehicle is performing to specification, the noise is the air spring solenoid valves closing to support longitudinal performance characteristics of the vehicle

If the noise is coming from the rear air spring solenoids this is normal operation to stop the rear of the vehicle from squatting when accelerating

The operation of the air spring solenoids in conjunction with the noise can be monitored in the following Measured values:

Measured value name	ID	Value
- Air_spring_additional_volume_valve_status		
Auxiliary volume 1, front left	IDE13521	OFF
Auxiliary volume 1, rear left	IDE13523	OFF
Auxiliary volume 1, front right	IDE13525	OFF
Auxiliary volume 1, rear right	IDE13524	OFF
Auxiliary volume 2, front left	IDE13526	OFF
Auxiliary volume 2, rear left	IDE13527	OFF
Auxiliary volume 2, front right	IDE13528	OFF
Auxiliary volume 2, rear right	IDE13529	OFF

IDE 13523 - Rear Left

IDE 13524 - Rear Right

NOTICE

NOTICE: The noise is a characteristic the rear air springs are operating to specification

The operative should confirm there is no rear damper leakage or any other issues regarding the rear suspension, should no leakage or issues be evident no further action required

Production change

The issue described can be evident on vehicles post the CP8 date of 08/03/21

Measure

Refer to the Technical background section

Warranty accounting instructions

In the event the vehicle is performing to specification warranty claims should not be submitted for work associated with this TPI