

## Technical product information

<b>Topic</b>	Grease evident at the front lower ball joint bellows
<b>Market area</b>	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>	2068455/2
<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	leaks	
running gear -> steering, power-assisted steering	component / consumables	
vehicle service -> service, maintenance -> repair execution	service: process -> with determination of concern	
running gear -> adaptive suspension, pitch and roll compensation	leaks	

## 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		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

## Documents

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

## Customer statement / workshop findings

Grease evident on or around the front axle lower ball joint bellows

In the event the symptom is as described, the operative should carry out the instructions within the Measure section

## Technical background

During service work and/or other repairs, a loss of grease can be detected from the front axle lower ball joint on one or both lower ball joint bellows

## Production change

Not applicable

## Measure



**Findings performed on supposedly damaged components have shown that they were of good quality, no damage was found to the ball joint bellows which could of resulted in the leak**

Grease may leak during the initial assembly of the front lower levers. This due to a maximum deflection of the conical spigot before the lower lever is assembled into the wheel carrier. Over the service life, additional foreign bodies can collect in the corresponding area and stick to the excess grease, which can then be distributed over a larger area

If there is no customer complaint about noises (rattling, pinching, creaking) from the area of the front axle and the lower levers have clearance, the operative must remove any excess grease and check the ball joint and bellows for damage

If the ball joint/bellows is not damaged, the lower lever does not need to be replaced

The level of grease on or around the lower ball joint boot/wheel bearing housing (Figures 1,2 and 3) is deemed as a normal characteristic

### “Normal” Characteristic:



Figure 1



Figure 2



Figure 3



If the ball joint is worn/damaged or the ball joint bellows is split/damaged (as shown in Figures 4 and 5) the lower front lever must be replaced – Refer to Rep.Gr 40

**IMPORTANT:** Prior to replacing the lower lever the operative **MUST** raise a Technical DISS query requesting permission to replace the front lower lever

"Torn/split bellows" - Replacement necessary

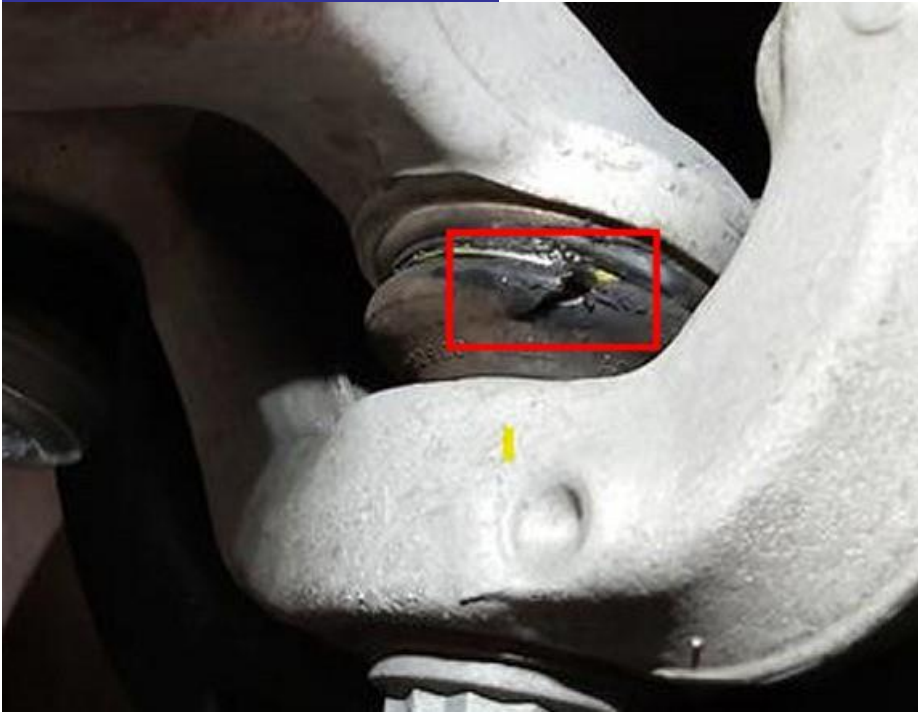


Figure 4



Figure 5