

Technical product information

Topic	Clicking noise from the front wheels when conducting a static lock to lock steering manoeuvre
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2060446/8
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> steering, power-assisted steering -> steer	noise, vibration -> crackle	

New workshop code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> axle member	dimensional accuracy -> contour dimensional deviation	front right
running gear -> running gear, springs, shock absorbers -> axle member	dimensional accuracy -> contour dimensional deviation	front left

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
master.xml

Clicking noise from the front wheels when conducting a static lock to lock steering manoeuvre

Customer statement / workshop findings

Clicking noise from the front wheels whilst performing a static lock to lock steering manoeuvre

Technical background

Verify the customer complaint matches the video within the Bentley Hub - Reference TPI Transaction number 2060446/-



The operative **MUST** ensure that all similar symptom TPI's are checked to ensure the fault is exactly as described

Should the issue be as confirmed in the video, the operative should refer to the instructions within the Measure section of this TPI

Revision History

TPI 2060446/8

- Requirement to replace the left and right front hub retaining nuts
- Note also added within the Warranty accounting instruction as below:

NOTICE

When submitting the warranty claim the operative must include the following statement:

- TPI 2060446/- has been conducted to completion

Production change

Under investigation

Measure

Reminder - Ensure the fault is exactly as described in the customer statement and the video within the Bentley Hub - Referencing TPI Transaction number 2060446/1

1) Record a clear video of the noise and confirm the following:

- Is the noise easily reproducible when car is warm/cold or both?
- Is the noise audible on both sides of vehicle or one side only?

2) Check the vehicle history to confirm/check if the vehicle has previously been involved in an accident

Or

Has any work has been carried out as follows:

- Front brake pads and brake discs
- Front wheel bearing/hub assembly
- Steering rack and steering components
- Front suspension components

3) Carry out a full visual check of the following components:

- Front suspension system
- Braking system
- Steering system - In particular the track rod ends for wear, damage or debris/contamination



Should any faults be found, the retailer MUST raise a new DISS query or update the already open query ensuring all findings are clearly shown and described before replacing any parts

4) If no faults are found the operative should carry out the remaining instructions from Step 5

5) Referring to Figure 1 - Remove and discard the left and right front hub retaining nuts - Refer to Rep.Gr 40 Front wheel bearing housing - To remove and fit

6) Install new the left and right front hub retaining nuts - Refer to Rep.Gr 40 Front wheel bearing housing - To remove and fit

NOTICE

The operative must ensure the instructions within Rep.Gr 40 Front wheel bearing housing - To remove and fit are strictly followed



IMPORTANT: THERE IS NO REQUIREMENT TO REMOVE THE FRONT WHEEL BEARING HOUSING WHEN CONDUCTING THIS PROCESS, PLEASE ONLY FOLLOW THE INSTRUCTIONS WHICH DESCRIBE HOW TO REPLACE THE FRONT HUB RETAINING NUTS

NOTICE

NOTICE: Please always refer to the Elsa Pro procedure as changes can be made without notice



Figure 1

- Reassess the vehicle to check and confirm that the noise is no longer present - Attach a clear video of the results to a new or existing DISS query advising if the repair was successful or not



In the event the front hub nut replacement procedure was not successful the operative must await feedback from Product support before conducting any further work

Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 44 07

Damage code 00 20

Time to conduct the initial inspection and replace the left and right hand front hub nuts

Labour Operation Code 40 01 01 00

Time 20 Time units

NOTICE

When submitting the warranty claim for 40 01 01 00 the operative must include the following statement:

- TPI 2060446/- has been conducted to completion

The following should only be conducted if permission has been given via DISS

Two wheels removed and reinstalled (including wheel bolt renewal)

Labour Operation Code 44 05 20 00

Time 10 Time units

Parts information

x2 front hub retaining nuts - Refer to the ETKA parts catalogue