

## Technical product information

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Topic</b>           | Knocking noise from the front and/or rear - DTC C1298F1 evident within D4 and/or D5                                                                                                                                                                                                                                                                                                                                |
| <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> | 2065085/1                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Level</b>           | EH                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Status</b>          | Approval                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Release date</b>    |                                                                                                                                                                                                                                                                                                                                                                                                                    |

### Event memory entries

| Diagnostic address          | Event memory entry                                                 | Fault type | Fault status |
|-----------------------------|--------------------------------------------------------------------|------------|--------------|
| 00D4 - Sway stabilization 1 | C1298F1: Suspension stabilization actuator Regulation not possible |            | static       |
| 00D5 - Sway stabilization 2 | C1298F1: Suspension stabilization actuator Regulation not possible |            | static       |

### New customer code

| Object of complaint                                                               | Complaint type                       | Position    |
|-----------------------------------------------------------------------------------|--------------------------------------|-------------|
| running gear -> adaptive suspension, pitch and roll compensation                  | noise, vibration                     |             |
| running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod | component / consumables -> damaged   | front left  |
| running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod | component / consumables -> damaged   | front right |
| running gear -> running gear, springs, shock absorbers -> stabiliser bar          | visual appeal / surface -> corrosion | front       |
| running gear -> running gear, springs, shock absorbers -> stabiliser bar          | visual appeal / surface -> corrosion | rear        |
| running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod | component / consumables -> damaged   | rear left   |
| running gear -> running gear, springs, shock absorbers -> stabiliser coupling rod | component / consumables -> damaged   | rear right  |

## 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     |             | *           | *            | *                |
| 3S4* | 2019 | E     |             | *           | *            | *                |
| 3S4* | 2020 | E     |             | *           | *            | *                |
| 3S4* | 2021 | E     |             | *           | *            | *                |
| 3S4* | 2022 | E     |             | *           | *            | *                |
| ZG2* | 2020 | E     |             | *           | *            | *                |
| ZG2* | 2021 | E     |             | *           | *            | *                |
| ZG2* | 2022 | E     |             | *           | *            | *                |

#### Equipment combinations

|                   |
|-------------------|
| <b>PR numbers</b> |
| with 1P7          |

## Documents

|                      |
|----------------------|
| <b>Document name</b> |
| master.xml           |

## Customer statement / workshop findings

- Knocking noise from the underside of the vehicle (front and/or rear) when driving on uneven road surfaces
- DTCC1298F1 (Suspension stabilization actuator Regulation not possible) evident within diagnostic address D4 and/or D5
- Bentley Dynamic ride fault evident within the DIP

## Technical background

In the event the symptoms are as described, Refer to the instructions within the Measure section of this TPI

## Production change

Not applicable

## Measure

NOTE: The photo shown within this TPI is of the front anti roll bar drop link, please note the issue can also be evident on the rear

1) Check the front and/or rear anti roll bar drop link has not detached (Figure 1) in this scenario DTC (C1298F1: Suspension stabilization actuator Regulation not possible) may be evident within address D4 and/or D5

Check for signs of impact on or around the affected components, ensure photographic evidence of the issues found are attached to a new or already open DISS query to support all warranty claims



Figure 1

2) Conduct a full inspection of the anti roll bar and surrounding components for any further signs of damage or deterioration

NOTE: In the event that no mechanical faults are found, the operative must raise DISS query and await feedback before conducting any further work

Or

In the event that a mechanical fault is found the operative should carry out the remaining instructions from step 3

3) Raise a DISS query ensuring any photos and videos are attached of the issues found NOTE: The operative does not have to wait for a response before replacing parts - Referring to the applicable Rep.Gr - Replace the applicable drop link

NOTE: Ensure a full inspection of the anti roll bar and surrounding components is conducted checking for any further signs of damage or deterioration

Within the Repair manual procedure there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure – Refer to Elsa pro and ETKA parts catalogue

## Warranty accounting instructions

## [Front](#)

### Time to replace left and right anti roll bar links (Front)

|                       |             |
|-----------------------|-------------|
| Warranty type         | 110 or 910  |
| Damage Service Number | 40 78       |
| Damage Code           | 00 20       |
| Labour Operation Code | 40 13 20 00 |
| Time                  | 100 TU      |

## Rear

### Time to replace left and right anti roll bar links (Rear)

|                       |             |
|-----------------------|-------------|
| Warranty type         | 110 or 910  |
| Damage Service Number | 42 91       |
| Damage Code           | 00 20       |
| Labour Operation Code | 42 91 20 50 |
| Time                  | 20 TU       |

### Time to remove and refit the left and right hand rear air spring dampers

|                       |             |
|-----------------------|-------------|
| Labour Operation Code | 43 66 20 00 |
| Time                  | 140 TU      |

## [Parts information](#)

Refer to the ETKA parts catalogue