

Technical product information

Topic	ACC sensor alignment - information required
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2043057/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Driver assist systems, convenience features -> Cruise control/ACC -> Adaptive cruise control (ACC)	functionality -> without function / defect	

New workshop code

Object of complaint	Complaint type	Position
Driver assist systems, convenience features -> Cruise control/adaptive cruise control -> Adaptive cruise control radar sensor	functionality -> without function / defect	

Vehicle data

New GT, New GTC, Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39**	2015	E		*	*	*
39**	2016	E		*	*	*
4W**	2015	E		*	*	*
4W**	2016	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	***	**	*	F	*	041163	999999		

Documents

Document name
master.xml

Customer statement / workshop findings

Adaptive Cruise Control (ACC) inoperative

Technical background

To enable further investigation into out of alignment ACC radar sensors and thus produce improvements in the future systems, Bentley Motors requires the following additional information to be gathered and reported back when an ACC system requires adjustment

Production change

Measure

We are investigating occurrences of ACC sensor out of alignment issues and would value additional information from our dealer network. The dealer should raise a DISS query to Product Support with the additional requested information attached and reference this TPI in the title.

The following additional points should be undertaken when carrying out the "Adaptive Cruise Control (ACC) – Adjustment procedure":

1. Check the car for signs of body damage which could cause the sensor to be out of alignment. Check the vehicle history to determine if the vehicle has had any damage repaired which could have caused the ACC sensor to go out of alignment. Check the ACC sensor and bracket for any signs of damage.
2. Drive the car onto the wheel alignment rig and prepare the car for the wheel alignment procedure. **Before** any wheel alignment activities have taken place, set up the VAS 6430/2 and shine laser at the mirror on the ACC sensor. Take a photograph of the VAS 6430/2 screen showing the position of the reflected laser spot on the screen. If the ACC sensor is too far out of alignment for the laser spot to appear on the screen, please detail this in your DISS query.
3. Print out the wheel alignment geometries **before** wheel alignment. Carry out the full wheel alignment procedure as described in the ACC Adjustment Procedure and print out the wheel geometries **after** wheel alignment.
4. Set up the VAS 6430/2 and shine the laser at the mirror on the ACC sensor. Take a photograph of the VAS 6430/2 screen showing the position of the reflected laser spot on the screen. If the ACC sensor is too far out of alignment for the laser spot to appear on the screen, please detail this in your DISS query.
5. Carry out the ACC sensor alignment and once complete, please take a photograph of the VAS 6430/2 screen showing the position of the reflected laser spot on the screen.
6. To recap: The dealer should raise a DISS query to Product Support with the additional requested information attached and reference this TPI in the title and attaching the following information
 - a. Any observations and photographs of body damage around the front of the car (particularly parts of the body structure which the ACC sensor is mounted on)
 - b. Any findings of historical body damage around the front of the car.
 - c. Any observations of damage to the ACC sensor or the ACC sensor mounting bracket.
 - d. A photograph of the VAS 6430/2 board showing the laser spot position before any wheel alignment activities have started
 - e. A printout of the wheel alignment geometries before the wheel alignment procedure
 - f. A printout of the wheel alignment geometries after the wheel alignment procedure
 - g. A photograph of the VAS 6430/2 board showing the laser spot position after the wheel alignment
 - h. A photograph of the VAS 6430/2 board showing the laser spot position after the ACC alignment

Warranty accounting instructions

Warranty Type	110 or 910
Labour Operation Code	91 63 15 99 (for RO open date on or before 4 March 2016) 91 63 01 00 (for RO open date after 4 March 2016)
Damage Service Number	91 63
Damage Code	00 11
Time	20 TU