Technical product information

Topic	Adaptive suspension control unit - Unable to calibrate
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2031288/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Running gear -> Shock absorber/suspension control -> Self-levelling suspension adjustment -> Standard level	functionality -> cannot be selected	
Running gear -> Shock absorber/suspension control -> Self-levelling suspension adjustment -> Standard level	functionality -> without function / defect	
Running gear -> Shock absorber/suspension control -> Self-levelling suspension adjustment -> Sport level	functionality -> cannot be selected	
Running gear -> Shock absorber/suspension control -> Self-levelling suspension	functionality -> without function / defect	
Running gear -> Shock absorber/suspension control -> Self-levelling suspension	functionality -> defective function sequence	

New workshop code

Object of complaint	Complaint type	Position
Running gear -> Self-levelling suspension, pitch and roll compensation -> Ride height / shock absorber control unit	functionality -> partially without function	
Running gear -> Self-levelling suspension, pitch and roll compensation -> Ride height / shock absorber control unit	functionality -> defective function sequence	
Running gear -> Self-levelling suspension, pitch and roll compensation -> Ride height / shock absorber control unit	concept -> functionality concept error	
Running gear -> Self-levelling suspension, pitch and roll compensation -> Ride height / shock absorber control unit	control units, services -> software faulty	

Object of complaint	Complaint type	Position
Running gear -> Self-levelling suspension, pitch and roll compensation -> Ride height / shock absorber control unit	control units, services -> communications error	
Running gear -> Self-levelling suspension, pitch and roll compensation -> Ride height / shock absorber control unit	control units, services -> adapter channel check not ok	

Vehicle data

New GT and GTC derivatives V8 and W12

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
393*	2012	E		*	*	*
393*	2013	E		*	*	*
394*	2012	E		*	*	*
394*	2013	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	C	C	069713	999999		
SCB	***	**	*	D	C	069713	999999		

Documents

Document name
master.xml

Customer statement / workshop findings

Ride height / air suspension not operating correctly

Technical background

It is possible for the adaptive suspension control unit – J197 – to revert to a level of adaption that will not respond to the "Guided function" service procedure "ride height calibration"

In the event that the ride height calibration procedure is required and when attempting to perform this procedure the Adaptive suspension control unit – J197 – fails to respond, then the following operation should be carried out before condemning the control module.

This operation resets the J197 unit to an '*as new state*' and should subsequently enable the "Guided function" service procedure "ride height calibration" to be carried out

Production change

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Measure

Part One – Reset Adaptive suspension control unit – J197

1. Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure
2. Connect the Bentley diagnostic tool VAS 5052A or later approved equipment, to the vehicle On Board Diagnostic socket
3. From the VAS diagnostic tool main desktop select Offboard Diagnostic Information System 

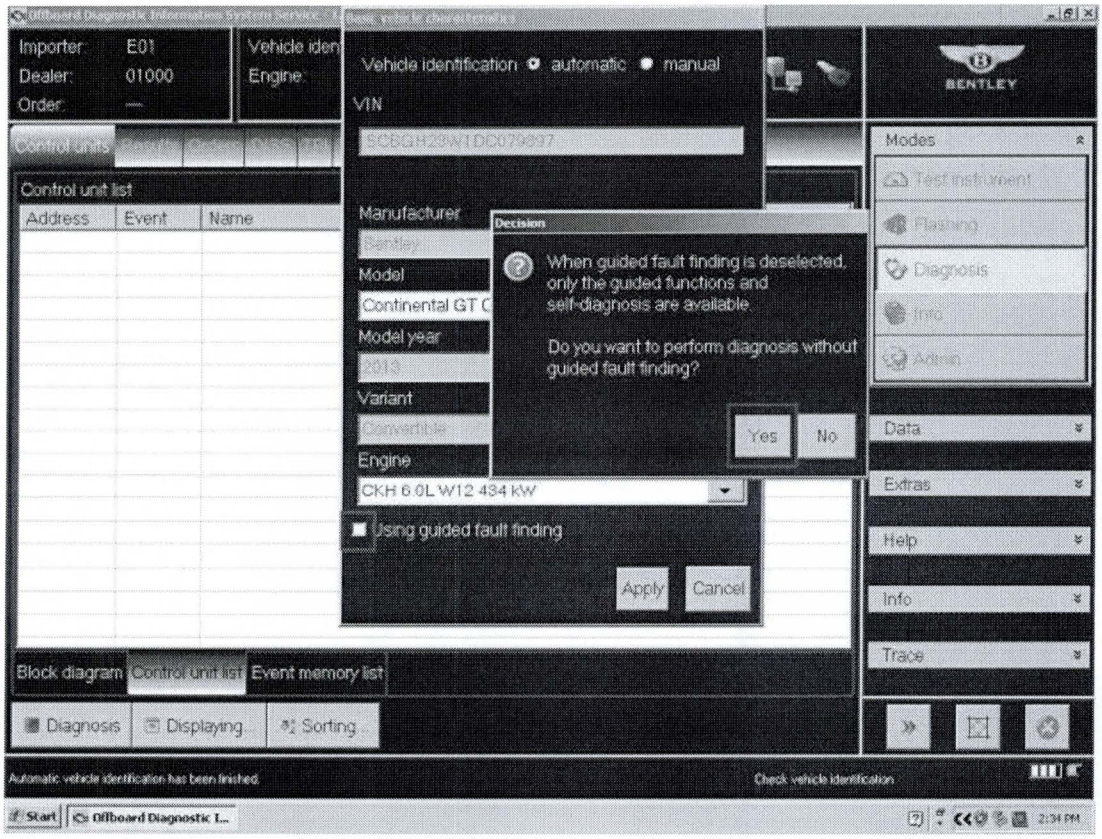


Figure 1

4. Switch on Ignition
5. Select – Start diagnosis
6. Select – Model / Engine
7. Deselect Guided Fault Finding – remove tick from *Working with guided fault finding* option – then select *Yes* at pop-up and *Apply* (see Figure 1)

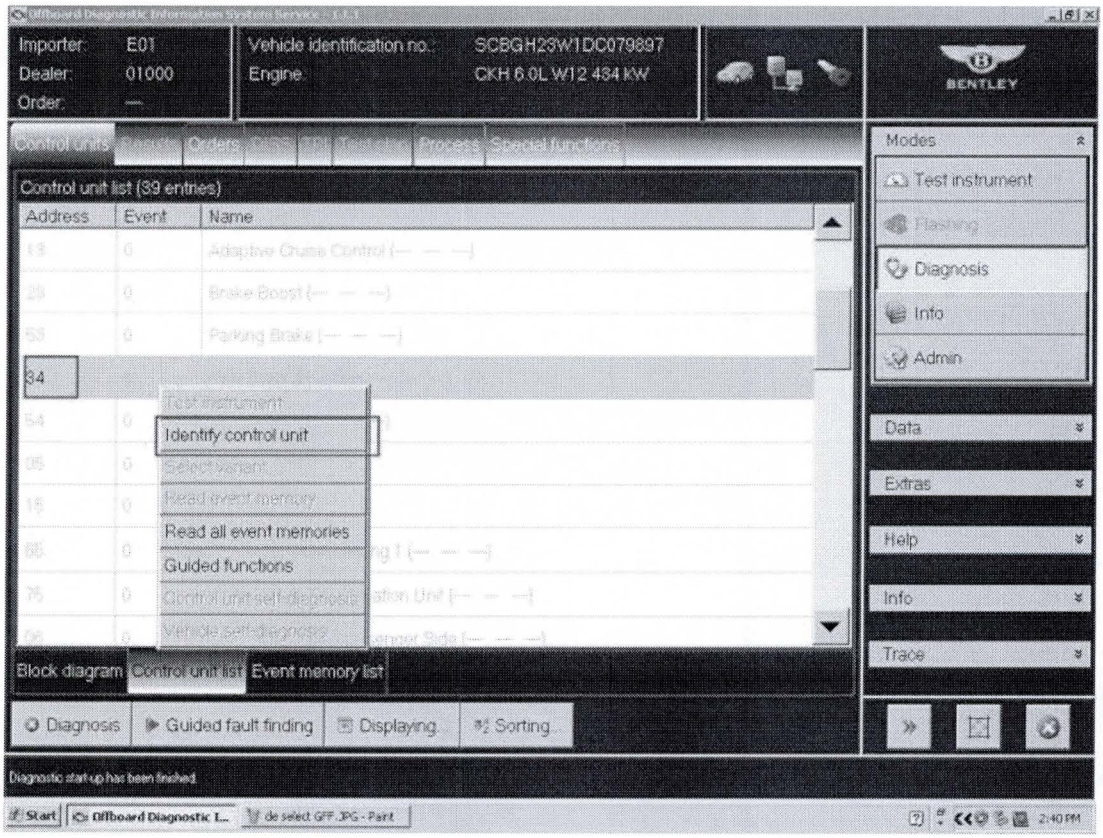


Figure 2

8. Within Control units – Select 34 (single touch) – Reveal drop down menu (extended touch an release), Select *Identify control unit* (see Figure 2)

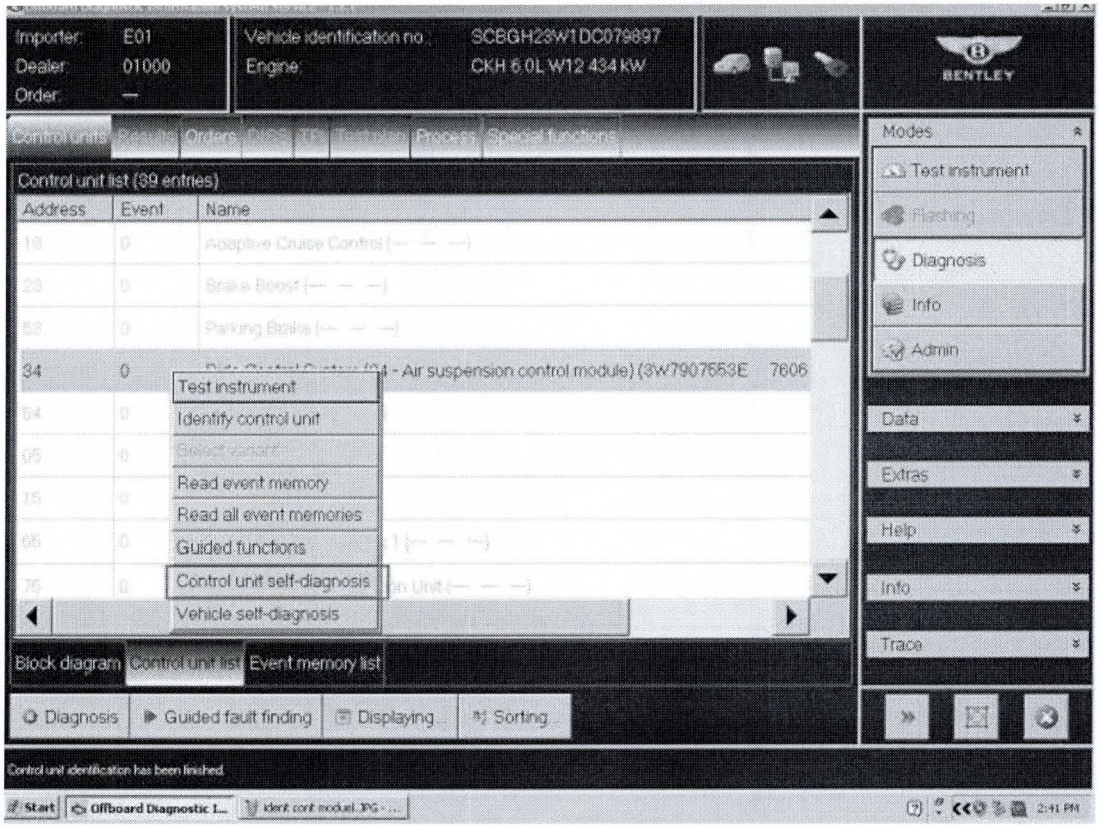


Figure 3

9. Once the control unit is identified then repeat the drop down menu reveal (extended touch and release), and Select *Control unit self-diagnosis* (see Figure 3)



10. NOTE: At this point either an actual or the virtual key board will need to be used, the virtual keyboard is selected and deselected with the keyboard icon

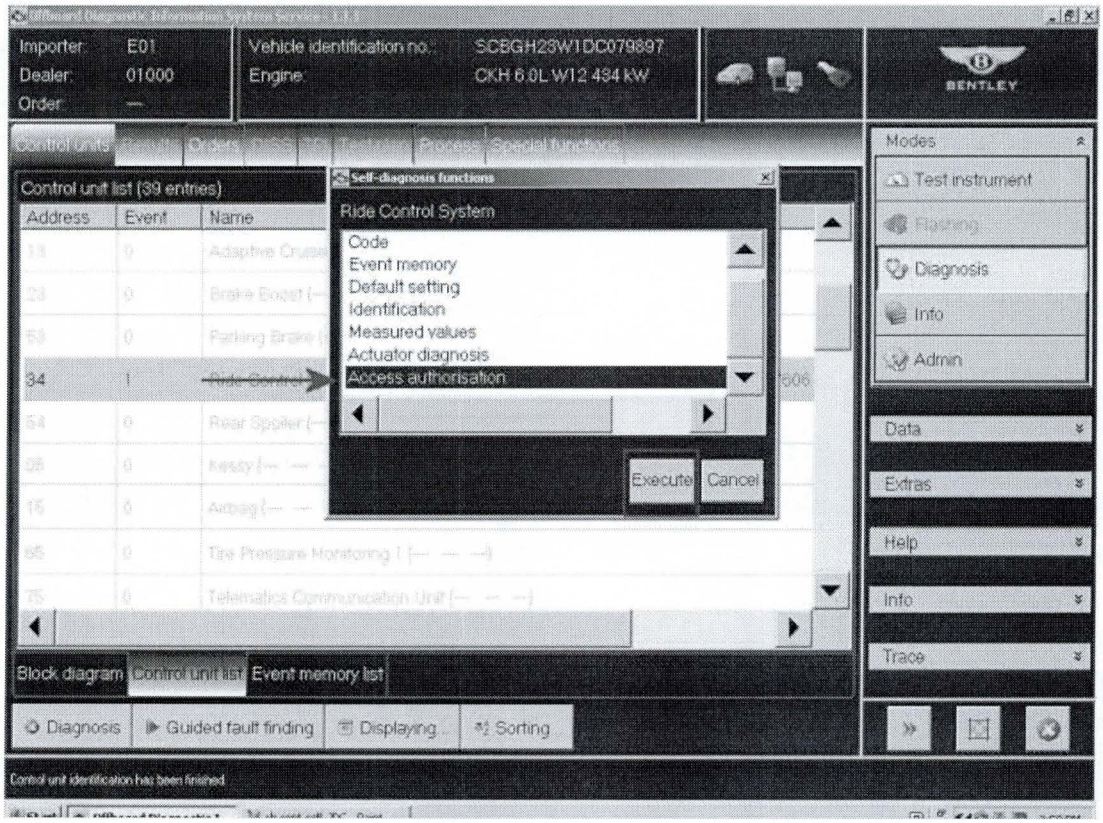


Figure 4

11. Select *Access authorisation* then *Execute* (see Figure 4)

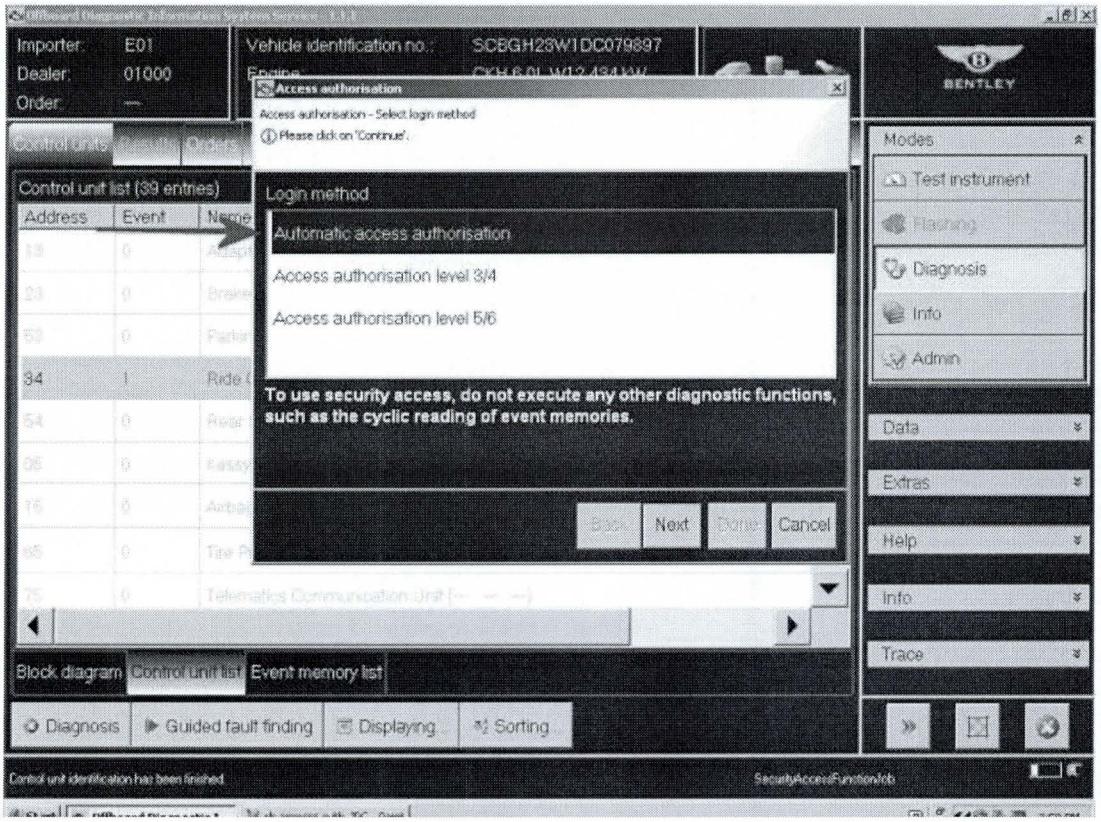


Figure 5

12. Select *Automatic access authorisation* then *Next* (see Figure 5)

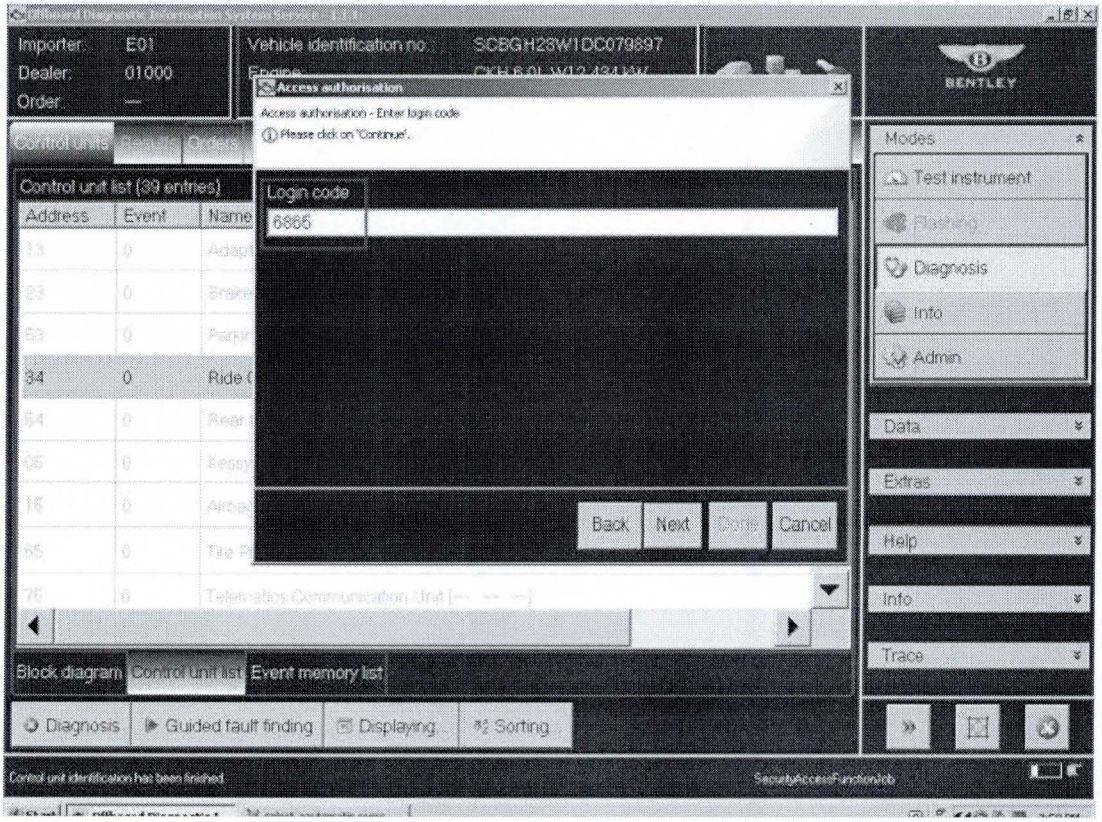


Figure 6

13. Enter Login code 6865 then *Next* (see Figure 6)

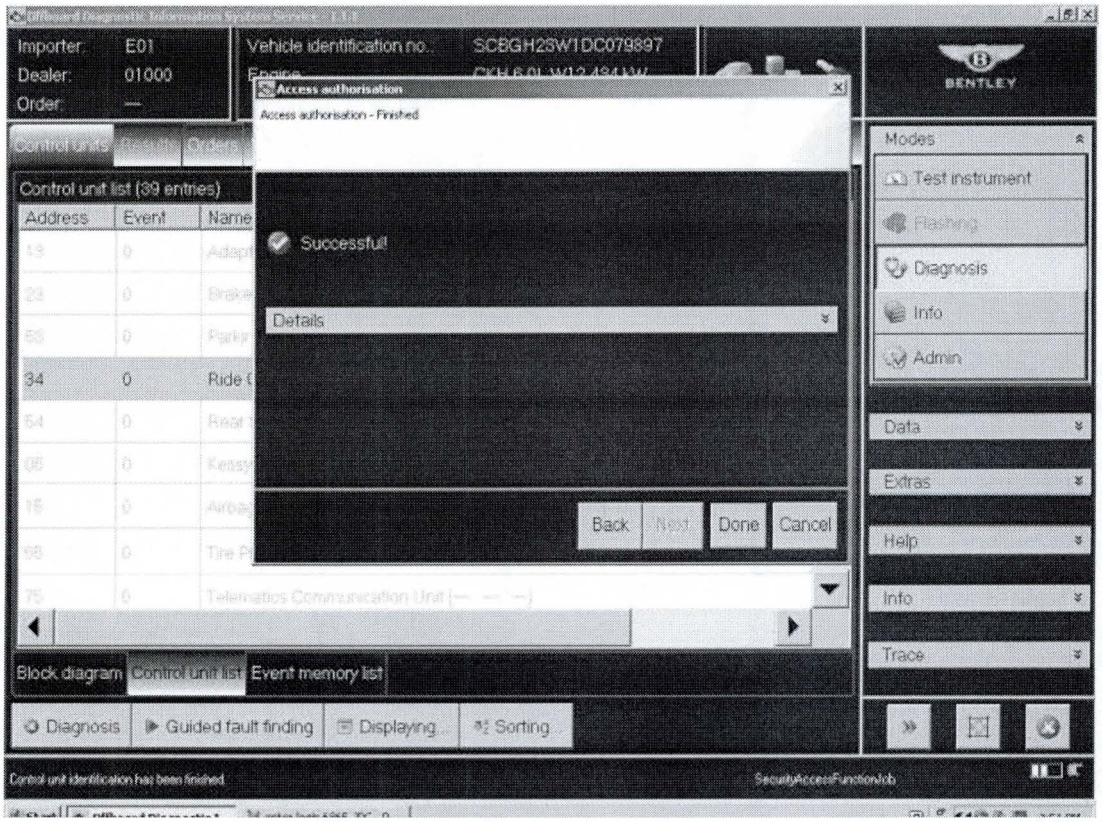


Figure 7

14. A message will be displayed indicting that this was successful
15. Select *Done*
16. Once this is done, turn off the ignition for 5 seconds and then turn the ignition back on

Part two – Ride height calibration

1. Within Control units – Select 34 (single touch) – Reveal drop down menu (extended touch and release), Select *Identify control unit* (see Figure 2)
2. Once the control unit is identified then repeat the drop down menu reveal (extended touch and release), and Select *Control unit self-diagnosis* (see Figure 3)
3. Select *Access Authorisation* then *Execute* (see Figure 4)
4. Select *Automatic access authorisation* then *Next* (see Figure 5)

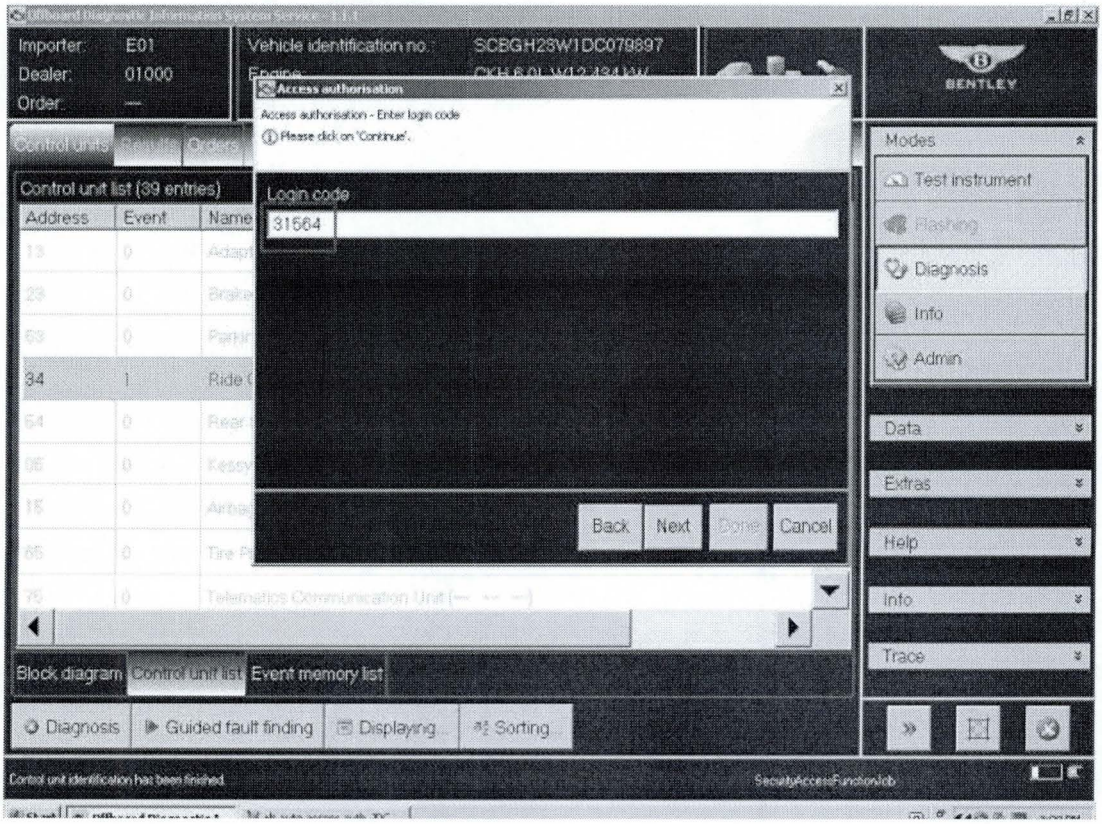


Figure 8

5. Enter Login code 31564 then *Next* (see Figure 8)
6. A message will be displayed indicting that this was successful
7. Select *Done*

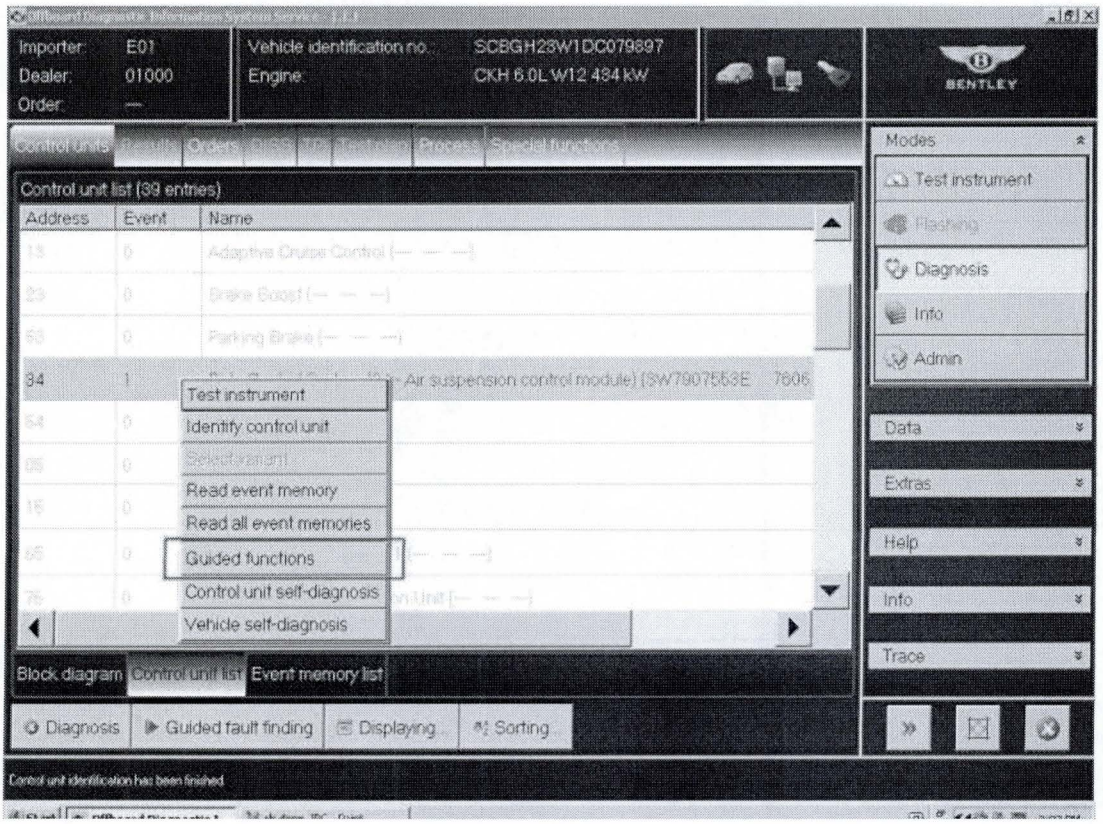


Figure 9

8. Once back within Control units – Select 34 (single touch) – Reveal drop down menu (extended touch an release), Select *Guided functions* (see Figure 9)

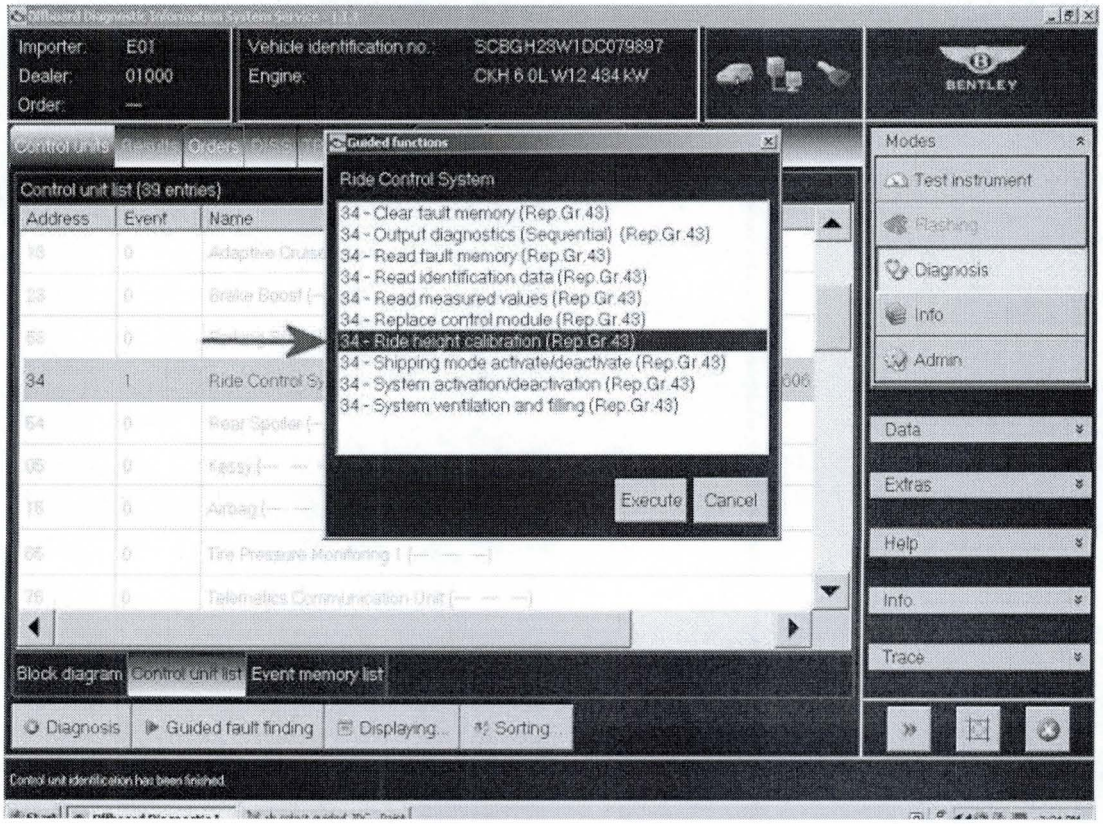


Figure 10

9. At the menu select *Ride height calibration* and *Execute*

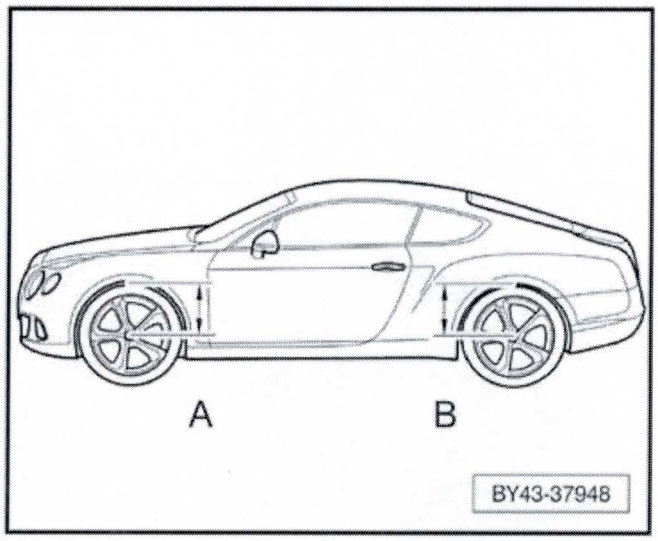


Figure11

10. Following the on screen prompts will take you through the ride height calibration process Continue to follow the on-screen prompts entering the height of each corner of the car as measured from the centre of the wheel directly up to the centre of the wheel arch (see Figure 11)

Warranty accounting instructions

Warranty Type	110 and 910
Labour Operation Code	43 16 19 99 (for RO open date on or before 13 December 2012)
	01 29 00 05 (for RO open date after 13 December 2012)
Damage Service Number	4316
Damage Code	0202
Damage Location	N/A
Time	50 TU