Technical Service Bulletin

Topic	Steering malfunction message displayed on dash, DTC 'C10AC07-Steering mechanical malfunction' stored
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2051802/2
Level	EH
Status	
Release date	

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0044 - Steering Assistance	C10AC07: Steering mechanical malfunction		static
0044 - Steering Assistance	C10AC07: Steering mechanical malfunction		Intermittent

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> warning display symbols -> power steering failure warning display	functionality -> activates	

New workshop code

Object of complaint	Complaint type	Position
chassis -> steering -> steering gear	control modules, services -> with fault stored in the DTC memory	front

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0044 - Steering Assistance	4M0.909.144.G	0004	4M0.909.144.B	H17
0044 - Steering Assistance	4M0.909.144.G	0004	4M0.909.144.B	H19
0044 - Steering Assistance	4M0.909.144.G	0004	4M0.909.144.B	H20
0044 - Steering Assistance	4M0.909.144.H	0005	4M0.909.144.B	H17
0044 - Steering Assistance	4M0.909.144.H	0005	4M0.909.144.B	H18
0044 - Steering Assistance	4M0.909.144.H	0005	4M0.909.144.B	H19
0044 - Steering Assistance	4M0.909.144.H	0005	4M0.909.144.B	H20
0044 - Steering Assistance	4M0.909.144.H	0005	4M0.909.144.B	H22

Documents

Document name
master.xml

Condition

Customer statement:

- Steering malfunction message on dash
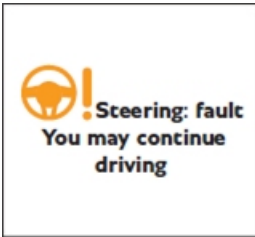
And/or

- Reduced steering assistance

Workshop findings:

One or several of the customer statements can be reproduced.

The following entry is logged in **address 44-Steering assistance.**

- C10AC07-Steering mechanical malfunction

Technical Background

Incorrect software in the power steering control unit.

Production Solution

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Service

Check the *Software Part Number* and *Software Version* of the **44-Steering assistance** control unit to see if your vehicle is affected.

- **ODIS tester**: → Address 44-Steering assistance → Guided Functions → Read identification data

<u>Only</u> the combinations in the table are affected by this TPI

Software Part Number	Software Version
4M0 909 144 G	0004
4M0 909 144 H	0005

Measure:

The following points must be observed prior to any work commencing.

- Make sure that a battery charger is connected to the vehicle battery.

- During the software update switch off all unnecessary electric consumers (for example ventilation, seat heater, interior lighting and so on).

- Make sure that during the software update no electro-magnetic radiation sources (for example, mobile phones or cordless phones) are used in or near the vehicle.

- A cable connection between the ODIS tester and the vehicle must be used. When using a Bluetooth or a WiFi connection (diagnostic tool) the software update may fail.

4M0 909 144 G (0004) <u>only</u>

Update the software of the power steering control unit (-J500-) according to the following table.

Old Software Part number	Old Software Version	New Software Part Number	New Software Version
4M0 909 144 G	0004	4M0 909 144 H	0005

The procedure for updating software is described under;

- **ODIS tester:** → Special functions → SVM-problem related Hardware/software update → Enter SVM code: **4V044FT01** → Follow on screen instructions.

When the software flash is completed you will be prompted to change the parameters. Select **YES.**

After the software update the 'Steering End Stops' require adapting, carry out test plan;

- **ODIS tester** → Select own test **-** 44 → Functions → Adapt end stops (Rep.Gr.48) → Follow on screen instructions.

4M0 909 144 H (0005) only

Reparametrize the software of power steering control unit (−J500-) according to the following instructions;

The procedure for parametrization is described under:

- **ODIS tester:** → Special functions → SVM-problem related Hardware/software update → Enter SVM code: **4V044FT01** → Follow on screen instructions.

After completion of **either** procedure, check that the parametrization has been successful;

- **ODIS tester**: → Address 44-Steering assistance → Guided Functions → Read identification data

Under the title **Information Parameters**, the **Record Number** should end in suffix **FT**, see *Figure 1.* This confirms the procedure has been successful.
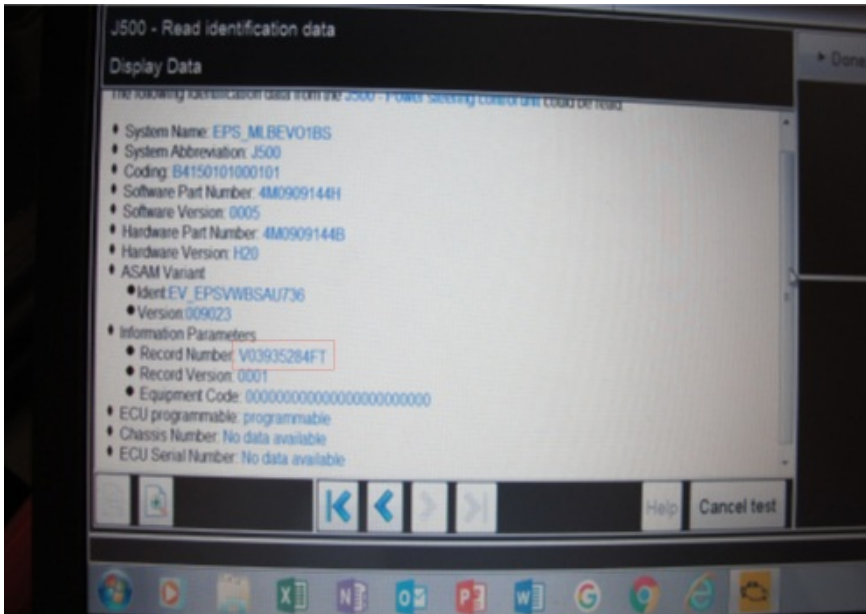

Figure 1

Warranty

Warranty Type	110 or 910
Labour Operation Code	01 29 00 05
Damage Service Number	48 35
Damage Code	00 40
Time	50 TU