

Technical Service Bulletin

Topic	PDI-Deactivating Transport and Loading modes
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2024681/3
Level	EH
Status	Released for publishing
Release date	Jun 4, 2019

New customer code

Object of complaint	Complaint type	Position
vehicle service -> vehicle diagnosis -> Guided Fault Finding (GFF)	control modules, services -> with fault stored in the DTC memory	
chassis -> damping\suspension regulation -> level control system -> high level	functionality -> operation sequence incorrect	
chassis -> damping\suspension regulation -> level control system	functionality -> cannot be selected	
chassis -> damping\suspension regulation -> level control system	functionality -> no function	
chassis -> damping\suspension regulation -> level control system -> vehicle lift mode	functionality -> cannot be selected	

New workshop code

Object of complaint	Complaint type	Position
chassis -> level control system, pitch and roll compensation -> level\damping control module	control modules, services -> basic setting missing	

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*
3Y2*	2014	E		*	*	*
3Y2*	2015	E		*	*	*
3Y2*	2016	E		*	*	*
3Y2*	2017	E		*	*	*
3Y2*	2018	E		*	*	*
3Y2*	2019	E		*	*	*
3Y2*	2020	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	B**	3Y	*	*	C	015001	999999		
SCB	B**	ZH	*	*	C	015001	999999		

Documents

Document name
master.xml

Condition

Various systems not functioning after transportation. Symptoms such as Infotainment audio inoperative and *Loading mode* failing to deactivate

Technical Background

During shipping such as en route from the manufacture's to dealer, certain vehicle systems can be configured to favour transportation. For example *Loading mode* may be initiated via diagnostics to raise the car 50 mm above standard ride height giving greater ground clearance for manoeuvring at freight terminals. Other configurable systems may also have transportation functions initiated.

Which systems have been configured will depend on what function on the vehicle may or may not operate. Suffice to say that on receipt of a vehicle that has been transported, for example a new vehicle at PDI, the following measures should be carried out before any systems are considered to be malfunctioning.

Production Solution

Not applicable

Service

The following measure should be carried out on receipt of a transported vehicle, specifically at PDI, prior to carrying out any Guided Fault finding.

Release the vehicle first from *Transport mode* prior to deactivating *Loading mode*

Note: The PDI inspection and instructions detailing the deactivation of Transport and Loading modes are located in Elsapro under *Maintenance manuals* (see Figure 1 and 2)

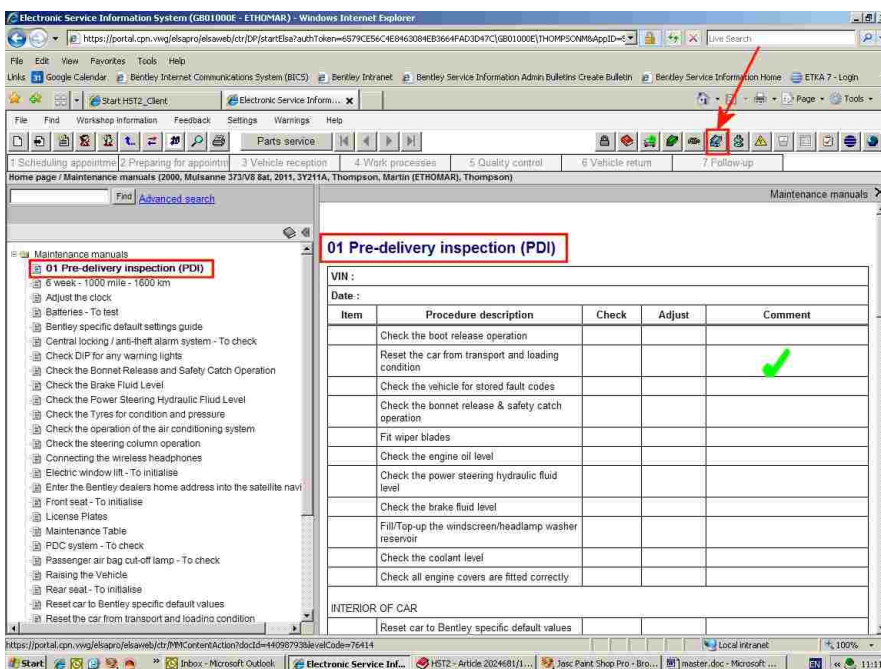


Figure 1

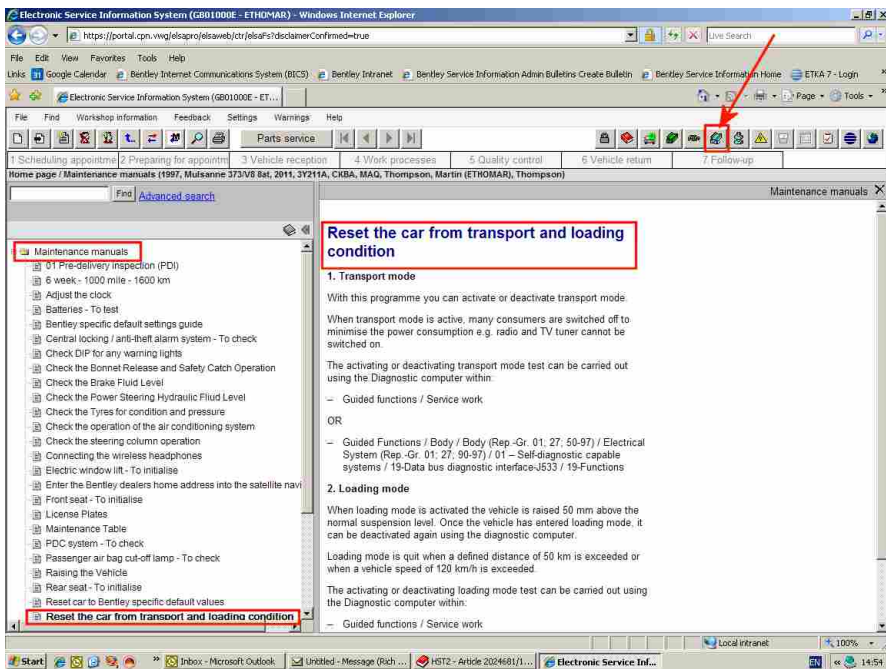


Figure 2