

Technical product information

Topic	Rear end lowering function does not work
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2055217/2
Level	EH
Status	Released for publishing
Release date	03-Jul-2020

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0074 - Chassis control	C11B615: Load level button, low Open circuit/short circuit to B+		static
0074 - Chassis control	C11B515: Load level button, high Open circuit/short circuit to B+		static
0074 - Chassis control	C11B615: Load level button, low Open circuit/short circuit to B+		Intermittent
0074 - Chassis control	C11B515: Load level button, high Open circuit/short circuit to B+		Intermittent

New customer code

Object of complaint	Complaint type	Position
running gear -> shock absorber/suspension control -> lowering lock	functionality -> without function / defect	
running gear -> shock absorber/suspension control -> lowering lock	functionality -> defective function sequence	
running gear -> shock absorber/suspension control -> self-levelling suspension adjustment -> loaded level	functionality -> cannot be selected	
running gear -> shock absorber/suspension control -> self-levelling suspension adjustment	functionality -> defective function sequence	
running gear -> shock absorber/suspension control -> self-levelling suspension adjustment -> loaded level	functionality -> without function / defect	

Vehicle data

Bentayga series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

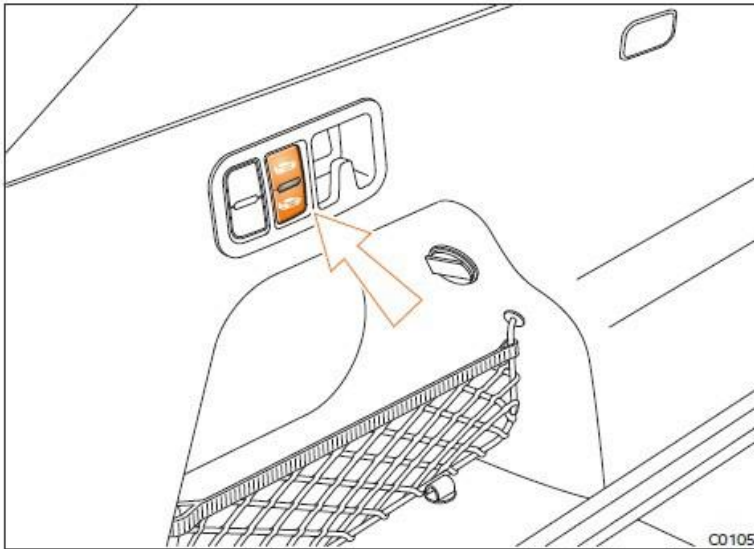
Customer statement / workshop findings

The rear end lowering is intermittently not available and at least one of the two event entries is logged in the running gear control unit (diagnosis address 0074):

- C11B515: Button for high load level, interruption/short circuit to positive
- C11B615: Button for low load level, interruption/short circuit to positive

Technical background

If the button for the rear end lowering is unintentionally operated when driving (for example by objects in the boot), the rear end lowering is sporadically not available. At least one of the two event entries C11B515 / C11B615 is logged.



Production change

Measure

Talk to the customer about the above issue. Replacing the button for the rear end lowering is not effective.

- Erase the applicable DTC's and check the functionality of the rear end lowering system