

# Technical product information

|                        |  |
|------------------------|--|
| <b>Topic</b>           | DTC's C135DF0 and/or C12F000 evident within the Steering rack and power steering control unit (J500) |
| <b>Market area</b>     | Bentley: worldwide (2WBE)  |
| <b>Brand</b>           | Bentley  |
| <b>Transaction No.</b> | 2058837/2  |
| <b>Level</b>           | EH   |
| <b>Status</b>          | Released for publishing  |
| <b>Release date</b>    | 22-Oct-2020  |

## Event memory entries

| Diagnostic address    | Event memory entry   | Fault type | Fault status |
|-----------------------|--|------------|--------------|
| 0044 - Power Steering | C135DF0: Power steering control module Insufficient steering assistance detected |            | Intermittent |
| 0044 - Power Steering | C135DF0: Power steering control module Insufficient steering assistance detected |            | static       |
| 0044 - Power Steering | C12F000: Steering assistance failed while in use                                 |            | Intermittent |
| 0044 - Power Steering | C12F000: Steering assistance failed while in use                                 |            | static       |

## New customer code

| Object of complaint  | Complaint type                                  | Position |
|--|---|----------|
| running gear -> steering, power-assisted steering            | functionality                                   |          |
| running gear -> steering system                              | component / consumables                         |          |
| running gear -> steering, power-assisted steering            | component / consumables                         |          |
| vehicle service -> vehicle diagnosis -> guided fault finding | control units, services -> with event log entry |          |

# Vehicle data

## New Continental GT/C and Flying Spur

### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 3S3* | 2018 | E     |             | *           | *            | *                |
| 3S3* | 2019 | E     |             | *           | *            | *                |
| 3S3* | 2020 | E     |             | *           | *            | *                |
| 3S3* | 2021 | E     |             | *           | *            | *                |
| 3S4* | 2019 | E     |             | *           | *            | *                |
| 3S4* | 2020 | E     |             | *           | *            | *                |
| 3S4* | 2021 | E     |             | *           | *            | *                |
| ZG2* | 2020 | E     |             | *           | *            | *                |
| ZG2* | 2021 | E     |             | *           | *            | *                |

# Documents

| Document name              |
|----------------------------|
| <a href="#">master.xml</a> |

## Customer statement / workshop findings

DTC's C135DF0 and/or C12F000 evident within the Steering rack and power steering control unit (J500) – Diagnostic address 44

## Technical background

Refer to the Measure section of this TPI

## Production change

Not applicable

## Measure

1) Referring to Figure 1 – Check and confirm the Software version number is 2110

| Address: 0044 System name: 44 - Steering Assistance Protocol variant: UDS/ISOTP (Events: 0) |                                  |
|---|----------------------------------|
| <b>Identification:</b>  |                                  |
| Hardware part number:   | 971423051CB                      |
| Part number:  | 971423051CF                      |
| Hardware version number:  | H07                              |
| <b>Software version number:</b>   | <b>2110</b>                      |
| Production date:  | 24.06.2018                       |
| Code:   | 298883C0000080                   |
| Flash capability:   | unknown                          |
| System designation:   | EPS_MLBEVO_ZF                    |
| ASAM base variant:  | BV_SteerAssisUDS                 |
| ASAM 2D/ODX data record:  | EV_EPSZFPO623                    |
| ASAM 2D/ODX data record version:  | 002007                           |
| ASAM/ODX CU variant used:   | EV_EPSZFPO623_002                |
| Target data container:  | V03935294UK                      |
| Version of the target data container:   | 0001                             |
| Equipment code:   | 00 00 00 00 00 00 00 00 00 00 00 |
| System abbreviation:  | J500                             |

Figure 1

- Should the Software version number be at 2110 the operative should conduct [Section 1](#) of this TPI
- Should the Software version number be one of the versions shown below, the operative should conduct [Section 2](#) of this TPI

| Software versions |
|-------------------|
| 1510              |
| 1800              |
| 1910              |

### Section 1 - Software version number - 2110

- Carry out a visual check of the steering and suspension system to check/confirm there are no visible issues
- Erase the applicable DTC/s (C135DF0 and/or C12F000)
- Conduct a road test
- On return from road test – Carry out a full guided fault finding sweep of all control modules to confirm the DTC's and the steering related warning light within the drivers information panel have not returned
- Should no issues be evident and the software version number is 2110 the car can be returned to the customer

In the event the DTC's cannot be erased and/or further issues are evident or the warning light is visible within the drivers information panel, the retailer MUST raise a DISS query and await feedback from Product Support before conducting any further work

### Section 2 - Software version number - 1510 - 1800 - 1910

Should the software version number be 1510 or 1800 or 1910, the retailer MUST conduct ( RE19/02) to completion

In the event the software version number is 1510 or 1800 or 1910 and ( RE19/02) is not showing as applicable ( within Elsa pro) the retailer MUST raise a DISS query and await feedback from Product Support before conducting any further work

- Should (RE19/02) be required this MUST be conducted

## Warranty accounting instructions

### Damage Information

Warranty Type 110 or 910

Damage Service Number 4835

Damage Code 01 00

### Labour

Labour Operation Code 48 35 01 11 (Use 48 35 01 99 until 09/04/20)

Time 100 Time units *NOTE: Time includes a 50 time unit road test*

### Section 2

Refer to (RE 19/02) warranty accounting instructions