

# 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>	2058837/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	02-Nov-2022

## Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0044 - Power Steering	C135DF0: Power steering control module Insufficient steering assistance detected		static
0044 - Power Steering	C135DF0: Power steering control module Insufficient steering assistance detected		Intermittent
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		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

# Documents

Document name
master.xml

## 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 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

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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 483501 11

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

#### Section 2

Refer to (RE 19/02) warranty accounting instructions