

Technical product information

Topic	Vehicle sitting low on one or more corners when static with no relevant DTCs stored
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2064582/4
Level	EH
Status	Released for publishing
Release date	04-Nov-2022

New customer code

Object of complaint	Complaint type	Position
running gear -> shock absorber/suspension control -> self-levelling suspension	functionality -> defective function sequence	
running gear -> adaptive suspension, pitch and roll compensation	leaks	

Vehicle data

New Continental GT and New Continental GTC

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		*	*	*

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

- Vehicle sitting low on one or more corners when static
- No relevant DTC's are evident

Technical background

Refer to the Measure section of this TPI

Revision history - 2064582/3

- Additional steps added within the Measure section relating to air spring damper checks

Production change

Not applicable

Measure

- 1) Confirm there are no DTC's indicating a fault with the air suspension system or associated systems
- 2) Refer to the instructions within TPI 2053492/- to confirm that no air leaks or issues relating to air springs are evident

Should no DTC's related to the air suspension system/associated systems or air leaks be evident, the operative should conduct the remaining instructions

- 3) Inspect all four vehicle ride height sensors for damage, poor fitment or electrical connection/integrity issues
- 4) Inspect all Hub and Body mounted accelerometers
 - Ensure the vehicle is parked on a flat surface
 - Ensure that all doors, boot and bonnet are closed
 - Ensure no persons are sitting in the vehicle
- 5) Using Measure values perform analysis of the following MWB's
 - IDE00541 Acceleration (Figure 1)

Measured value	ID	Value
Acceleration	IDE00541	
- Vehicle body acceleration, front left	IDE13479	0.09800000000007003 m/s ²
- Vehicle body acceleration, front right	IDE13480	0.0 m/s ²
- Vehicle body acceleration, rear left	IDE13477	0.1630000000001091 m/s ²
- Vehicle body acceleration, rear right	IDE13478	10.19799999999979 m/s ²
- Left front wheel acceleration	IDE13483	0.3260000000002183 m/s ²
- Right front wheel acceleration	IDE13484	0.0 m/s ²
- Left rear wheel acceleration	IDE13481	0.3260000000002183 m/s ²
- Right rear wheel acceleration	IDE13482	0.0 m/s ²

Figure 1

- IDE07151 Vehicle Level Sensor, raw value (Figure 2)

Measured value	ID	Value
Vehicle level sensor, raw value	IDE07151	
- Left front level control system sensor, raw value	IDE03849	46.95 %
- Right front level control system sensor, raw value	IDE03857	52.12 %
- Left rear level control system sensor, raw value	IDE03865	63.15 %
- Right rear level control system sensor, raw value	IDE04147	35.29 %
- [LO] Address_of_last_performed_operation_before_trap		0

Figure 2

6) Monitor all suggested MWB's for implausible signal readings

TIP: The example shown in Figure 1 shows an implausible signal on the right hand side, in this scenario the right hand rear accelerometer was replaced

- In the event that one of the readings were found to be implausible, the operative (where possible) could compare the MWB readings with a vehicle of the same specification

7) Based on the findings of the MWB and vehicle comparison checks - Replace the applicable accelerometer and/or ride height sensor as per the applicable Rep.Gr

IMPORTANT: In the event the issue is still evident after conducting steps 1 to 7, the operative should carry out the remaining instructions from step 8

8) Referring to Figure 3 - Inspect the left and right hand front air springs checking for any signs of damage and/or distortion

NOTE: Figure 3 shows the left hand front air spring damper distorted



Figure 3

- In the event an issue is found with the left and/or right air spring damper - Refer to Rep.Gr 40 - Replace the left and right hand front air

spring dampers

▪

Within the front air spring damper procedure there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure - Refer to the ETKA parts catalogue

9) Referring to Rep.Gr 44 - Check and adjust the suspension and steering geometry

10) Once the wheel alignment has been carried out, where fitted the following "Bentley Safeguard" systems MUST be recalibrated:

- *Automatic cruise control*
- *Night vision*
- *Front camera for driver assist systems*
- *Rear radar*
- *Top view/rear view camera (Specification dependant)*
- *Matrix headlights (Specification dependant)*

IMPORTANT: Failure to carry out these adjustments will lead to erratic operation of the driver assist systems

Warranty accounting instructions

Warranty type 110 or 910

Service number 4557

Damage code 00 40

Wiring checks

Labour

Labour operation code 97090100

Time 50 Time units

Diagnostic time

Labour

Labour operation code 01500000

Time As per ODIS log (Must not exceed 50 Time units) __

Time to remove and refit the left and right hand front air spring dampers

Labour

Labour Operation Code 43312000

Time 410 TU

Time to replace the left and right hand front air spring dampers

Labour

Labour Operation Code 43315650

Time 10 TU

Refer to labour operation section within Elsa pro for the following:

- Check and adjust the suspension and steering geometry
- VIN applicable/specified "Bentley Safeguard" systems

▪

Due to the numerous LOT codes available for sensor replacement (depending on model and symptom) the operative should refer to the Labour operations section of Elsa pro for all other LOT information

Parts information

Refer to ETKA