Technical product information

Topic	Unable to run basic settings within the Adaptive suspension control unit (J775)
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2055693/4
Level	EH
Status	Released for publishing
Release date	26-Sep-2023

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0074 - Chassis control	C1034F0: Left front level control system sensor Rebound stop detected		Intermittent
0074 - Chassis control	C1034F0: Left front level control system sensor Rebound stop detected		static
0074 - Chassis control	C1035F0: Right front level control sensor Rebound stop detected		Intermittent
0074 - Chassis control	C1035F0: Right front level control sensor Rebound stop detected		static
0074 - Chassis control	C10CD29: Level control system sensor Range/Performance		Intermittent
0074 - Chassis control	C10CD29: Level control system sensor Range/Performance		static
0074 - Chassis control	C1036F0: Left rear level control system sensor Rebound stop detected		Intermittent
0074 - Chassis control	C1036F0: Left rear level control system sensor Rebound stop detected		static

New customer code

Object of complaint	Complaint type	Position
vehicle service -> vehicle diagnosis -> guided fault finding	control units, services -> with event log entry	
running gear -> shock absorber/suspension control -> self-levelling suspension adjustment	functionality -> without function / defect	
running gear -> adaptive suspension, pitch and roll compensation	functionality	
running gear -> adaptive suspension, pitch and roll compensation	dimensional accuracy	

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		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Unable to run Basic setting (full process + rebound end stops) after a new adaptive air suspension control unit has been fitted or work has been conducted on the suspension system which requires the Basic setting (full process + rebound end stops) procedure performing

Technical background

Referring to Figure 1, During the Basic setting (full process + rebound end stops) the routine can stop during the initial part of the procedure, in particular at the stage shown in Figure 2, which is when the vehicle is raised to allow all four wheels to hang down to their full rebound position

Should this issue be evident and the Basic settings routine does not continue - Refer to the Measure section of this TPI

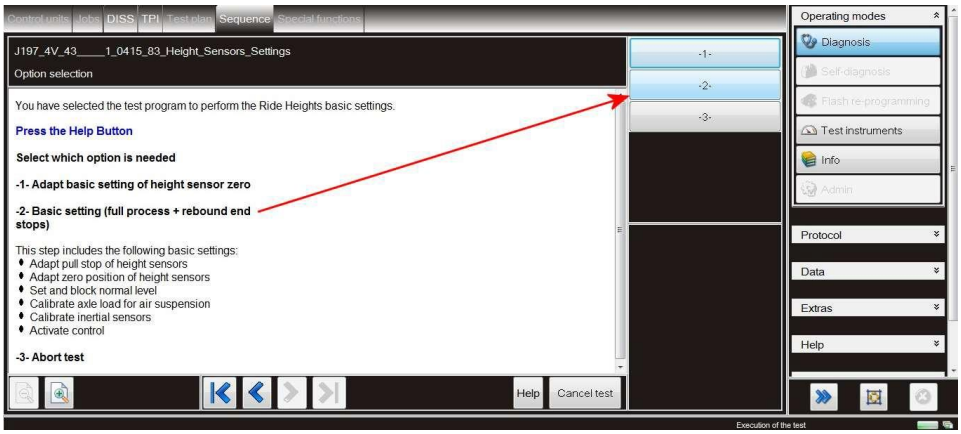

Figure 1

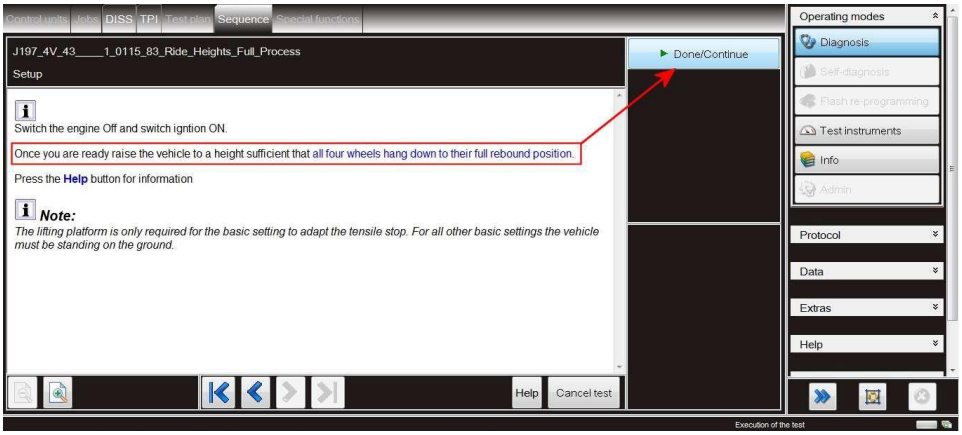

Figure 2

Production change

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Measure

1) Navigate to address 74

- Select Guided functions
- Select Read measured values (Figure 3)

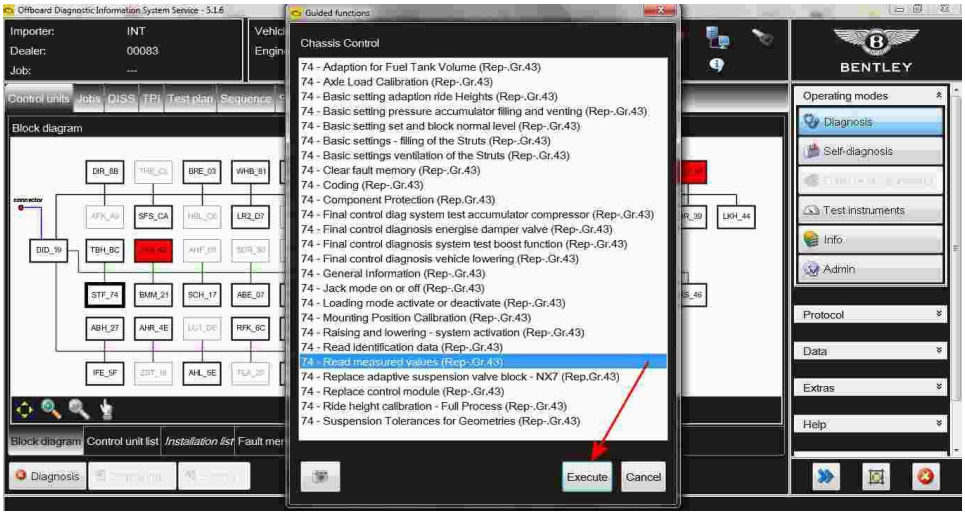

Figure 3

2) When prompted search for IDE 07151 –

- When IDE 07151 is located - Select - Starting update
- Monitor the measured value results for each level control sensor (Figure 4)

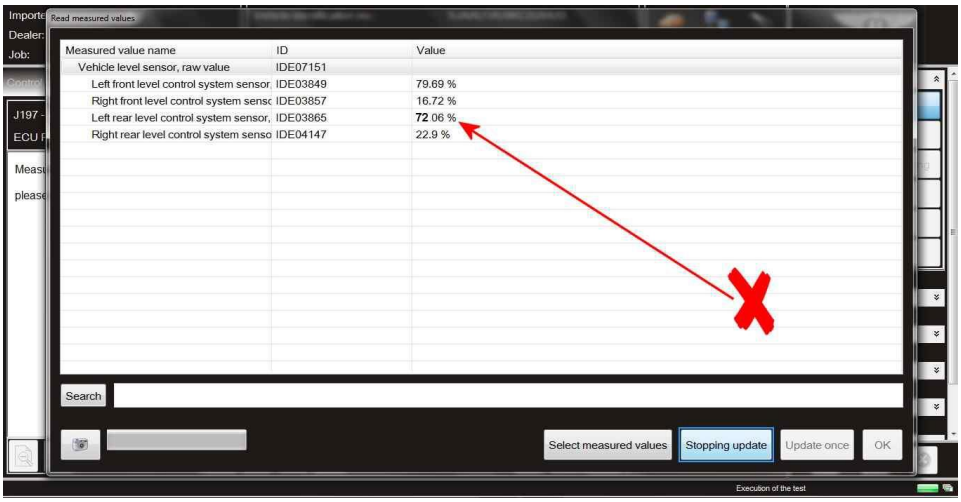

Figure 4

- Compare the sensor measured results in Figure 4 against the correct tolerance bands shown in Figure 5
- Within the example shown, the left hand rear level control sensor is not in tolerance as the value is **72.06%**

	Front Left Sensor	Front Right Sensor
Upper Limit	87.13%	26.88%
Lower Limit	73.13%	12.88%
	Rear Left Sensor	**Rear Right Sensor**
Upper Limit	86.81%	26.19%
Lower Limit	73.81%	13.19%

Figure 5

3) To allow the Basic setting (full process + rebound end stops) to be successfully completed the measured value results must all be within the tolerance bands shown in Figure 5

- Manually adjust the out of range level sensor by moving the sensor connecting arm whilst monitoring the values until the value falls within the specified tolerance band

Referring to Figure 6, The correct tolerance should be achieved by moving the sensor arm (by hand within the parts natural limits of movement) in the required direction until the tolerance band is within specification NOTE: The tolerance can be achieved by using the recommended method

NOTE: For photographic purposes only the left hand rear sensor is shown in Figure 6

Figure 6

⚠ **DO NOT ATTEMPT TO ADJUST THE TOLERANCE BAND OF THE LEVEL SENSORS BY PRYING,BENDING OR MANIPULATING THE SENSOR RODS BY THE USE OF FORCE**

- Once the required tolerance band criteria is met carry out the Basic setting (full process + rebound end stops) until completion