

Technical product information

Topic	Warning light illuminated within the DIP - DTC C103711 - Evident within Address 74
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.	2064338/1
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0074 - Chassis control	C103711: Right rear level control system sensor Short circuit to Ground (GND)		static
0074 - Chassis control	C103711: Right rear level control system sensor Short circuit to Ground (GND)		Intermittent

New customer code

Object of complaint	Complaint type	Position
running gear -> shock absorber/suspension control -> roll compensation	functionality -> defective function sequence	
information, navigation, communication, entertainment -> symbolic control indicators -> warning lamp for electronic stabilisation programme (ESC)	functionality -> activates without reason	
information, navigation, communication, entertainment -> symbolic information indicators -> anti-roll bar decoupling indicator	functionality -> activates without reason	
running gear -> shock absorber/suspension control -> self-levelling suspension adjustment	functionality -> defective function sequence	

Vehicle data

New Continental GT /GTC and New 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
master.xml

Customer statement / workshop findings

Customer statement:

Air suspension warning light within the DIP

Workshop findings:

The DTC shown below is evident within address 74

- C103711 - Right rear level control system sensor Short circuit to Ground

Technical background

Previous instances have highlighted the following after inspection:

- Broken wires
- Kinked wiring
- Loose Rear Right Height sensor G77 connection
- Defective Rear Right Height sensor G77

Production change

Measure

1) Conduct the following checks:

- Rear Right Height sensor (G77) connection – Visual and pull check
- Referring to Figure 1 - Perform a wiring integrity check between sensor (G77) and J775

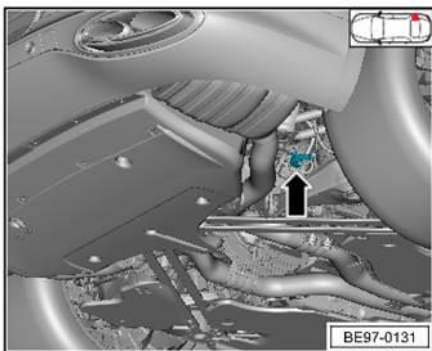


Figure 1

Please also refer to the onward checks regarding issues which have been previously identified in relation to (DTC C103711 - Right rear level control system sensor Short circuit to Ground) being evident

- Figure 2 shows examples of damaged wiring under parcel shelf

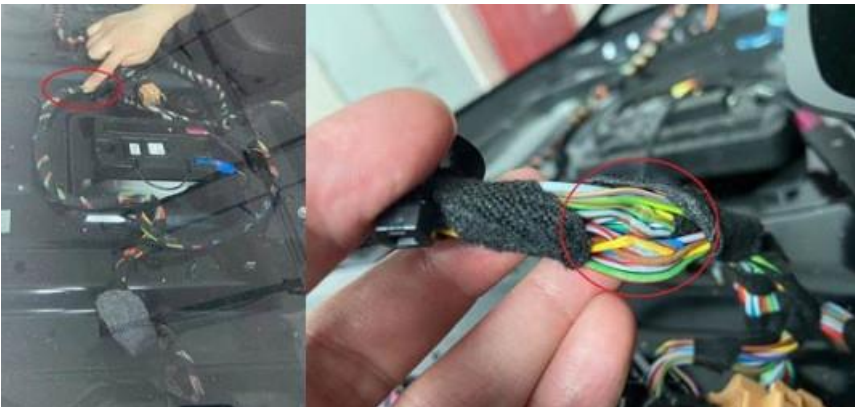


Figure 2

TIP: Inspect the wiring around the Chassis control unit bracket for any issues/damage (Figure 3)



Figure 3

2) In the event that wiring is found to be damaged, the wiring should be repaired as per the applicable Rep.Gr

3) If no fault is found during the wiring checks - Replace the level sensor (G77) - Rep.Gr 43

4) Carry out wheel alignment and ensure the driver assist system calibrations are performed (Depending on vehicle specification) as follows

- Vehicle front + rear measured wheel alignment checked
- Rear wheel camber adjust
- Rear wheel track adjust
- Front wheel camber adjust
- Front wheel track adjust
- (ACC) - Radar sensor checked + adjusted
- Overhead view camera adjusted
- Driver assist camera adjusted
- Control unit for (Lane change assist) adjusted
- Night vision system calibration
- Headlamps to adjust

5) Retest the vehicle to confirm the issue is now resolved

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Should no issues be found regarding the wiring integrity and visual checks please raise a new DISS query or respond to the previously opened DISS query and await feedback before conducting any further work

Warranty accounting instructions

Time to conduct wiring integrity checks

Warranty Type 110 or 910

Damage Service Number 43 16

Damage Code 00 40

Labour

Labour Operation Code 43 13 01 10

Time 60 TU

Wiring repairs

Labour

Labour Operation Code 97 09 41 52

Time 40 TU

Time to replace the Rear Right Height sensor G77

Labour

Labour Operation Code 43 19 19 00

Time 10 TU

Alignment of applicable driver assist systems (Depending on vehicle specification)

- Vehicle front + rear measured wheel alignment checked - 44 95 03 00 - 110 TU

- Rear wheel camber adjust - 44 94 15 50 - 30 TU
- Rear wheel track adjust - 44 93 15 50 - 30 TU
- Front wheel camber adjust - 44 89 15 50 - 40 TU
- Front wheel track adjust - 44 88 15 50 - 20 TU
- (ACC) - Radar sensor checked + adjusted - 91 63 05 51 - 30 TU
- Overhead view camera adjusted - 90 83 15 00 - 40 TU
- Driver assist camera adjusted - 96 38 15 50 - 120 TU
- Control unit for (Lane change assist) adjusted - 96 35 15 00 - 50 TU
- Night vision system calibration - 90 80 15 50 - 40 TU
- Headlamps to adjust - 94 15 16 00 20 TU

Parts information

Refer to the ETKA parts catalogue