

## Technical product information

|                        |                                                                                         |
|------------------------|-----------------------------------------------------------------------------------------|
| <b>Topic</b>           | DTC's B14BF01 and /or B14A854 evident in address 0009 - Steering column will not adjust |
| <b>Market area</b>     | Bentley: worldwide (2WBE)                                                               |
| <b>Brand</b>           | Bentley                                                                                 |
| <b>Transaction No.</b> | 2062095/1                                                                               |
| <b>Level</b>           | EH                                                                                      |
| <b>Status</b>          | Approval                                                                                |
| <b>Release date</b>    |                                                                                         |

### Event memory entries

| Diagnostic address                 | Event memory entry                                                  | Fault type | Fault status |
|------------------------------------|---------------------------------------------------------------------|------------|--------------|
| 0009 - Electronic central electric | B14BF01: Steering column vertical adjustment motor electrical error |            | Intermittent |
| 0009 - Electronic central electric | B14BF01: Steering column vertical adjustment motor electrical error |            | static       |
| 0009 - Electronic central electric | B14A854: Adjustable Steering Column Control Module no basic setting |            | Intermittent |
| 0009 - Electronic central electric | B14A854: Adjustable Steering Column Control Module no basic setting |            | static       |

### New customer code

| Object of complaint                                                                             | Complaint type                             | Position |
|-------------------------------------------------------------------------------------------------|--------------------------------------------|----------|
| running gear -> steering, power-assisted steering -> electric steering column height adjustment | functionality -> without function / defect |          |

## Vehicle data

### New Continental GT/GTC - 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              |
|----------------------------|
| <a href="#">master.xml</a> |

## Customer statement / workshop findings

### Customer statement

Steering column will not adjust in any direction

### Workshop findings

The following DTC's are evident within diagnostic address 0009

- B14BF01: Steering column vertical adjustment motor - Electrical
- B14A854: Power adjustable steering column control module - No basic setting

## Technical background

Refer to the Measure section of this TPI

## Production change

Not applicable

## Measure

- 1) Confirm the fault is reproducible
- 2) Does the fault occur at any particular time?

|     |    |
|-----|----|
| Yes | No |
|-----|----|

Comment

Or

When adjusting during easy entry/exit movement?

|     |    |
|-----|----|
| Yes | No |
|-----|----|

Comment

### NOTE:

- Should the answer be Yes to one or both questions please proceed with the remaining instructions
- Should the answer be No to both questions please raise a new DISS query or respond on the existing DISS query

3) Referring to Figure 1 - Conduct the initialisation procedure using the column mounted switch (as follows):

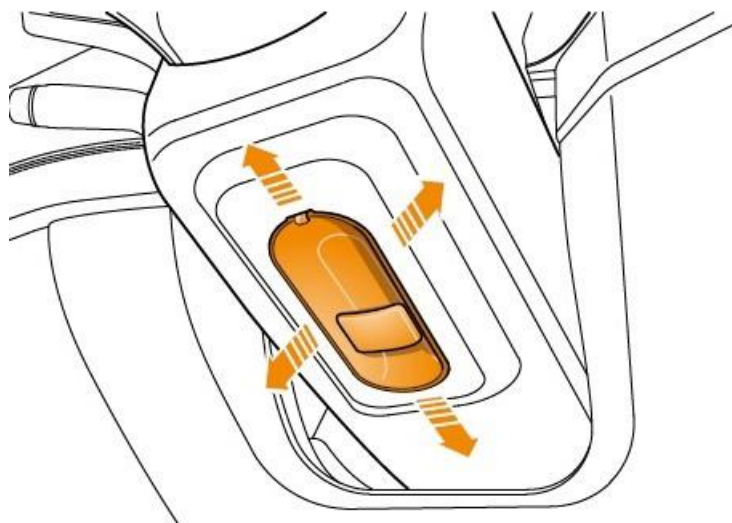


Figure 1

**IMPORTANT:** The following switch tap sequence **MUST BE** conducted in quick succession

- Conduct 3 consecutive forward taps (in relation to the vehicle)
- 1 backward tap
- 1 forward tap
- 1 Up tap

- 1Downtap
- Once complete - Check for steering column movement functions and clear all related DTC's
- Retest and monitor for the reoccurrence of DTC's

4) In the event the DTC's and/or the fault is still present - Carry out the Basic Setting procedure for the power adjustable steering column, using ODIS)

5) In the event the DTC's and/or the fault is still present - Refer to the applicable wiring diagram and conduct full wiring integrity check from the motor of the adjustable steering column to the Control unit for electrically adjustable steering column (J866)

Should step 6 require conducting please ensure that the steering column control module (J866) is not removed from the steering column assembly at any point.

*NOTE: The steering column and control module MUST BE returned as a complete assembly via the normal returns procedure*

6) In the event the DTC's are still present - Replace steering column and the steering column control module (J866)

## Warranty accounting instructions

### Diagnosis work (Steps 1 to 5)

Warranty type – 110 or 910

Damage Service Number 48 14

Damage Code 00 40

### Labour

Labour Operation Code 01 50 00 00

Time - Taken from the ODIS log must not exceed 30 TU

### New Continental GT and New Continental GTC

Time to replace the Steering column (Step 6)

### Labour

Labour Operation Code 48 14 19 00

Time 120 TU

Time to replace the upper steering column

Labour Operation Code 48 14 55 50

Time 10 TU

Steering column control module replacement (J866)

Labour Operation Code 48 30 19 00

Time 40 TU

### New Flying Spur

Time to replace the Steering column (Step 6)

### Labour

Labour Operation Code 48 14 19 00

Time 120 TU

Time to replace the upper steering column

Labour Operation Code 48 14 55 50

Time 10 TU

Steering column control module replacement (J866)

Labour Operation Code 48 30 19 00

Time 50 TU

## Parts information

Refer to the ETKA parts catalogue

*NOTE: The steering column and control module MUST BE returned as a complete assembly via the normal returns procedure*