

Technical product information

Topic	DTC's C135DF0 and/or C12F000 evident within the Steering rack and power steering control unit (J500)
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2058837/3
Level	EH
Status	Approval
Release date	

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		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

DTC's C135DF0 and/or C12F000 evident within the Steering rack and power steering control unit (J500)

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)	
Identification:	
Hardware part number:	971423051CB
Part number:	971423051CF
Hardware version number:	H07
Software version number:	2110
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
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

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 48350111 (Use 48350199 until 09/04/20)

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

Section 2

Refer to (RE 19/02) warranty accounting instructions