

## Technical product information

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Topic</b>           | Electronic Parking Brake (EPB) functionality issues                                                                                                                                                                                                                                                                                                                                                                |
| <b>Market area</b>     | 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) |
| <b>Brand</b>           | Bentley                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Transaction No.</b> | 2062184/3                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Level</b>           | EH                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Status</b>          | Approval                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Release date</b>    |                                                                                                                                                                                                                                                                                                                                                                                                                    |

### Event memory entries

| Diagnostic address       | Event memory entry                                          | Fault type | Fault status |
|--------------------------|-------------------------------------------------------------|------------|--------------|
| 0003 - Brake Electronics | C10BCF6: Left parking brake motor Engine speed implausible  |            | static       |
| 0003 - Brake Electronics | C10BCF6: Left parking brake motor Engine speed implausible  |            | Intermittent |
| 0003 - Brake Electronics | C12E2F2: Right parking brake motor Engine speed implausible |            | Intermittent |
| 0003 - Brake Electronics | C12E2F2: Right parking brake motor Engine speed implausible |            | static       |

### New customer code

| Object of complaint                                                                                                     | Complaint type                             | Position |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------|
| running gear -> brakes, brake control -> electronic parking brake (EPB)                                                 | functionality -> without function / defect |          |
| information, navigation, communication, entertainment -> symbolic warning indicators -> parking brake warning indicator | functionality -> activates                 |          |

## 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     |             | *           | *            | *                |
| 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              |
|----------------------------|
| <a href="#">master.xml</a> |

## Customer statement / workshop findings

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The following issues could be evident during PDI or found whilst in service

- Electronic Parking Brake (EPB) found not operating to specification
- EPB may not hold the car effectively
- Parking brake components showing signs of wear
- Parking brake warning light may also be evident within the DIP (See example shown in Figure 1)



Figure 1

NOTE: The following DTC's may also be evident

- C10E1F2: - 158720 - Parking brake motors Positions not plausible
- C10BDF1: - 160768 - Right parking brake motor Upper travel limit exceeded

And/or

- C10BCF1: - 161024 - Left parking brake motor Upper travel limit exceeded

## Technical background

The issues described can be evident due to the car being driven in Transport mode with the EPB applied during the Transit process

Or

In some cases similar symptoms may be seen whilst in service

## Production change

-

## Measure

1) Carry out a full inspection of the (Electronic Parking Brake EPB) system including the following components:

- Right and left hand (EPB) Actuators
- Right and left hand rear brake shoes (EPB) – See example shown in Figure 2



Figure 2

- Right and left hand rear brake discs – See example shown in Figure 3



Figure 3

*IMPORTANT NOTE: Please attach the following to a new or existing DISS query*

- Photographs/videos of any issues found

Please also include any customer feedback regarding when the issue occurs as follows:

- During an 'Auto hold' / 'Hill hold' event
- During start up/initial pull away
- Whilst driving
- On application of the parking brake
- On release of the parking brake
- Other (please specify on the new or existing DISS query)

No further work should be conducted unless authorisation is received from Product Support via the open DISS query

### Warranty accounting instructions

VERY IMPORTANT: Any Damaged parts that are replaced during PDI (including discs if deemed necessary) MUST BE assigned to Transit damage

Retailers MUST ensure that any parts and labour claims are made against Transit damage within 72 hours of receiving the vehicle

Warrantytype - 110 or 910

Damage Service Number - 46 23

Damage Code - 00 35

### Time to remove and refit both rear wheels

#### Labour

Labour Operation Code 44 05 20 00

Time 10 TU

### Time to remove and refit both (EPB) actuators

#### Labour

Labour Operation Code 46 85 20 50

Time 20 TU

### Time to remove and refit both rear brake discs

#### Labour

Labour Operation Code 46 53 20 50

Time 140 TU

Time to remove and refit both rear brake shoes

Labour

Labour Operation Code 46 23 20 50

Time 20 TU

[Parts information](#)

Refer to the ETKA parts catalogue