Technical product information

Topic	PDC system not working or PDC system false detection
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.	2066393/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
driver assist systems, convenience features -> parking aid, park assist system, rear traffic alert	functionality	
driver assist systems, convenience features -> Park Assist, parking aid	functionality	
driver assist systems, convenience features -> Park Assist, parking aid	visual appeal / surface	
driver assist systems, convenience features -> Park Assist, parking aid	noise, vibration	
driver assist systems, convenience features -> Park Assist, parking aid	paint / painting	
driver assist systems, convenience features -> Park Assist, parking aid	dimensional accuracy	

Vehicle data

New Continental GT/C and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2017	E		*	*	*
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S4*	2018	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

Customer statement / workshop findings

Customer statement

- PDC system not working or PDC system false detection
- Warning evident within the DIP (Figure 1)

Figure 1

Workshop findings

Parking aid sensor Range/Performance DTC's evident within numerous control units

Technical background

Refer to the Measure section of this TPI

Production change

Not applicable

Measure

Before carrying out any repairs consider the following external conditions which can affect PDC operation

External conditions

1. High plants, flowers, vegetation and kerbs can lead to incorrect warnings near the vehicle
2. Gravel paths, cobblestone paths, pot holes, grates, sharp bends in the road, slopes, driveways / ramps can lead to incorrect warnings.
3. Different weather conditions / environment influences can restrict the function:
   - Water on the parking sensors (widening of emission area)
   - Ice, snow on the parking sensor or in the transition area to the bumper
   - Exhaust gases of the vehicle, steam (heat swirls for example when accelerating change the physical properties of the air and thus the ultrasound of the parking assistance)
   - Interfering sounds (pneumatic brakes of lorries, animal alarm, other active ultrasound source in the surrounding area, such as parking assistance of other vehicles)
4. Local environment

- Fluorescent lights
- Induction loops on traffic lights and car park barriers
- Ramps / driveways

Vehicle

5. Check the installation of the number plate holder for:
   - Protruding number plate / number plate holder
   - If possible do not use any advertising carriers
   - The number plate size must match precisely the size of the basic carrier
   - Fit the number plates only on original basic carriers
   - The number plates and number plate holders must fit on flat/flush to the vehicle
   - Check the number plate attachment on the corners (bent-open corners)
6. Add-on parts / modifications / service installations which are not genuine Bentley accessories can lead to incorrect warnings
7. Previous damage which is now painted over (see vehicles repair history)

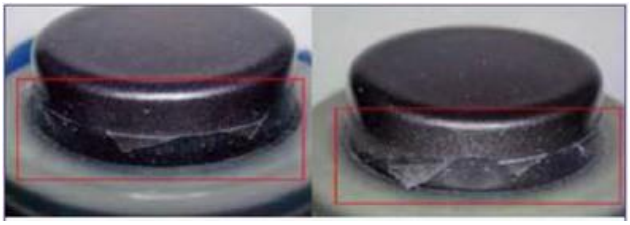
Parking sensor damage

8. External check of parking sensors for:
   - Dirt, ice, foreign bodies, foil stuck on
   - Check any damage on the bumper, air inlet grille and underbody which may indicate a parking accident
   - Mechanical damage (stone chips, scratches)

IMPORTANT: With the following examples stone chips led to the failure of the sensor:

Paint overspray

9. when painting sensors ensure to paint within area specifications, removable layers of paint on the membrane can lead to false signals



False Detection

10. Where false detection is observed, the operative should conduct the onward procedure:

- Record a video whilst sitting in the driver's seat showing the false detection on the MMI
- Whilst still recording - Exit the vehicle to the location of the suspected faulty sensor
- Obtain a close up angle of the sensor TIP: If the video is not high resolution, please take a wide angle image to show location of the sensor

Then

- Obtain a close up video to highlight any damage

HINT: Save the video as this may be required when opening or responding on a previously opened DISS query

Warranty accounting instructions

Stone chips and scratches are not complaints in the sense of warranty. Therefore dirty sensors should be cleaned and not replaced

Any sensors which are replaced for stone chips, scratches or any other type of damage will not be approved for warranty payment