

Technical product information

Topic	DTC's B14BF01 and /or B14A854 evident in address 0009 - Steering column will not adjust
Market area	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.	2062095/3
Level	EH
Status	Approval
Release date	

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 - Bentley Series

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		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZV1*	2023	E		*	*	*

Documents

Document name
master.xml

DTC's B14BF01 and /or B14A854 evident in address 0009 - Steering column will not adjust

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 evident and can be reproduced
- 2) Does the fault occur at any particular time?

Yes	No
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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 from step 3
- Should the answer be **No** to both questions please raise a new DISS query or respond on the already existing DISS query

3) Conduct the initialisation procedure using the column mounted switch as follows:

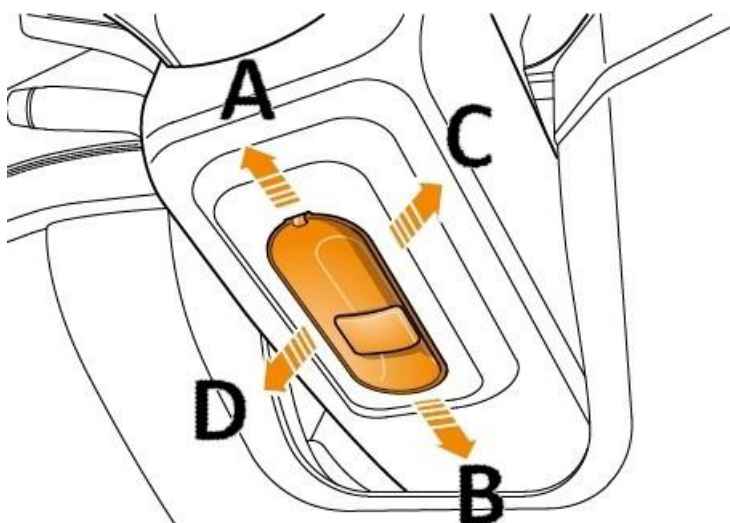


Figure 1

Referring to Figure 1 - Carry out the following switch tap sequence

NOTICE

IMPORTANT: The sequence **MUST BE** conducted in quick succession exactly as instructed

- 3x Out (Point A)
- 1x In (Point B)
- 1x Out (Point A)
- 1x Up (Point C)
- 1x Down (Point D)

In the event that the afore mentioned process is not successful - Apply moderate force to dislodge the steering column from the actual position it is stuck in - For example:

- Column is stuck at it's highest position - Apply force downwards and press the 'Down' switch to attempt to release column from it's stuck position -
- Column is stuck at its lowest position – Apply force upwards
- 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)

CAUTION

In the event the issue is still evident (Steering column will not adjust in any direction) after conducting steps 1 through to 5 the operative should raise a new DISS query or respond via the existing DISS query requesting permission to replace the steering column and the steering column control module (J866)



Should permission be given to replace steering column and steering control module (J866) DO NOT remove the steering column control module from the steering column

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

6) In the event the issue and/or the DTC's are still present and permission has been given via the DISS - Referring to the applicable Rep.Gr - Replace the steering column and the steering column control module (J866)

Warranty accounting instructions

Warranty type - 110 or 910

Damage Service Number 48 14

Damage Code 00 40

Diagnosis work (Steps 1 to 5) all models

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

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

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

Bentayga

Time to replace the Steering column

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

 NOTICE

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