

Technical product information

Topic	Electronic Parking Brake (EPB) functionality issues
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2062184/8
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0003 - Brake Electronics	C10BCF1: Left parking brake motor Upper travel limit exceeded		static
0003 - Brake Electronics	C10BDF1: Right parking brake motor Upper travel limit exceeded		static
0003 - Brake Electronics	C124654: Electromechanical parking brake no basic setting		static
0003 - Brake Electronics	C10BCF9: Left parking brake motor Insufficient clearance		static
0003 - Brake Electronics	C12E2F6: Right parking brake motor Insufficient clearance		static
0003 - Brake Electronics	C10E1F2: Parking brake motors Positions not plausible		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		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

These documents are exclusively for internal use.

Customer statement / workshop findings



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: One or a combination of the following DTC's may also be evident

DTC	Description
C10E1F2	Parking brake motors Positions not plausible
C10BCF1	Left parking brake motor Upper travel limit exceeded
C10BDF1	Right parking brake motor Upper travel limit exceeded
C124654	Electromechanical parking brake no basic setting
C10BCF9	Left parking brake motor Insufficient clearance
C12E2F6	Right parking brake motor Insufficient clearance



VERY IMPORTANT: In the event that one or both of the following DTC's are evident the operative should refer to TPI 2064519/-

- C12E2F2: Right parking brake motor Engine speed implausible

And/or

- C10BCF6: Left parking brake motor Engine speed implausible

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

Revision history

2062184/5

- Request for the operative to attach photographs of the EPB actuators in all cases
- Questions added within the Measure section requesting customer feedback relating to specific details in which the issue was evident

2062184/6

- Additional DTC's and instructions added (depending on which DTC's are evident)

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 the (EPB) actuator(s) must be attached to the DISS query in all cases

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

- During an 'Auto hold' event
- During start up/initial pull away
- Whilst driving
- On application of the parking brake
- On release of the parking brake
- How does the customer use the (Electronic Parking brake) EPB? **For example:**

- Is the vehicle parked **without** applying the EPB being applied ('P' gear selection only)

- Other (please specify on the new or existing DISS query)

Comments



Please also ensure the following information is requested and/or discussed with the customer

- Has the customer ever utilised the emergency stop function of the EPB switch?
- Are there any noticeable noises or driveability issues which could indicate the EPB has been sticking on?
- Has there been any occasions where the EPB has not disengaged as expected / binding / sticking?

- Other (please specify on the new or existing DISS query)

Comments



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

Warranty type 110 or 910

Damage Service Number 46 23

Damage Code 00 35

Time to remove and refit both rear wheels

Labour Operation Code 44 05 20 00

Time 10 TU

Time to remove and refit both (EPB) actuators

Labour Operation Code 46 85 20 50

Time 20 TU

Time to remove and refit both rear brake discs

Labour Operation Code 46 53 20 50

Time 140 TU

Time to remove and refit both rear brake shoes

Labour Operation Code 46 23 20 50

Time 20 TU

Parts information

Refer to the ETKA parts catalogue