



Connection offline

## Technical product information

<b>Topic</b>	Bentley Continental Series - Heating, ventilation and air-conditioning system (HVAC) control motors
<b>Market area</b>	Worldwide Bentley (1WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2024809/3
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
Air-conditioning -> Ventilation, air distribution -> Recirculation control	functionality -> without function / defect	
Air-conditioning -> Ventilation, air distribution -> Air distribution controlling -> Air distribution to screens	functionality -> without function / defect	
Air-conditioning -> Ventilation, air distribution	functionality	
Air-conditioning -> Ventilation, air distribution -> Air distribution controlling -> Air distribution to person	functionality -> without function / defect	
Air-conditioning -> Ventilation, air distribution -> Air distribution controlling	functionality -> without function / defect	
Air-conditioning -> Heating, cooling	functionality	

### New workshop code

Object of complaint	Complaint type	Position
Air-conditioning -> Air ducting, filtration, blower -> Dashpanel air vent control motor	functionality -> without function / defect	
Air-conditioning -> Heating, cooling -> A/C unit cooling capacity	functionality -> without function / defect	
Air-conditioning -> Heating, cooling -> A/C unit heating capacity	functionality -> uneven	

## Vehicle data

### Bentley Continental Series

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39*	2012	E		*	*	*
39*	2013	E		*	*	*
3W*	2009	E		*	*	*
3W*	2010	E		*	*	*

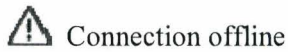
3W*	2011	E		*	*	*
3W*	2012	E		*	*	*
3W*	2013	E		*	*	*

**Chassis numbers**

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	3W	*	*	*				
SCB	*	ZA	*	*	*				

**Documents**

Document name
master.xml



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Technical product information

Transaction No.: 2024809/3

Bentley Continental Series - Heating, ventilation and air-conditioning system (HVAC) control motors

### Customer statement / workshop findings

The Heating, ventilation and air-conditioning system (HVAC) fresh air flap control motor and/or the air circulation control motor is faulty.

### Technical background

The control motors are supplied in pairs and should be replaced in pairs, before replacing the motors please follow the instructions in Section 1 to check, actuate and confirm the motor/s are faulty before replacement, the intention of the actuation process is to drive the motor/s between the motors gearbox end stops, should the actuation process prove successful the motors may not have to be replaced.

#### Section 1

1. Connect a suitable battery charger - Refer to Workshop Manual Rep.Gr 27 - Charging battery
  2. Connect a suitable diagnostic machine - from the Desktop launch the Offboard Diagnostic Information System using the Diagstarter icon
- Select Start diagnosis
  - Ensure the Working with guided fault finding box is ticked (Figure 1) - follow all on screen prompts and allow the guided fault finding control module sweep to complete

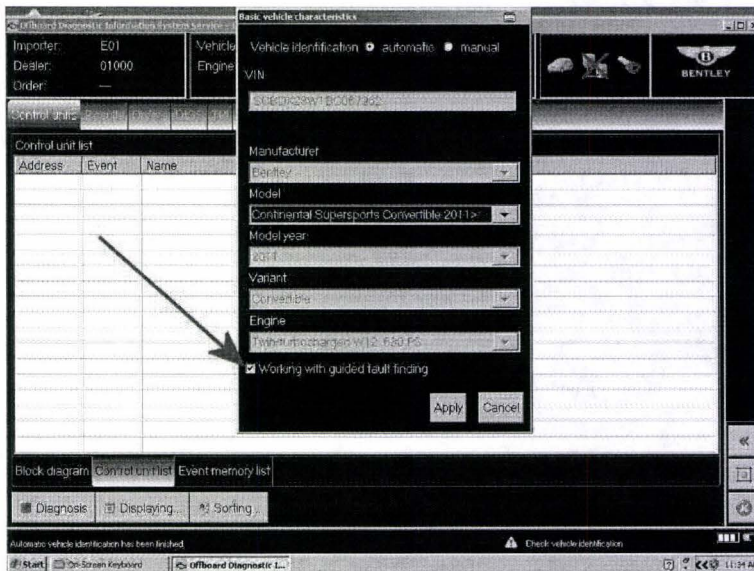


Figure 1

- Once guided fault finding control module sweep is complete follow all on screen prompts until the Test plan can be selected - Select Test Plan (Figure 2 point A)

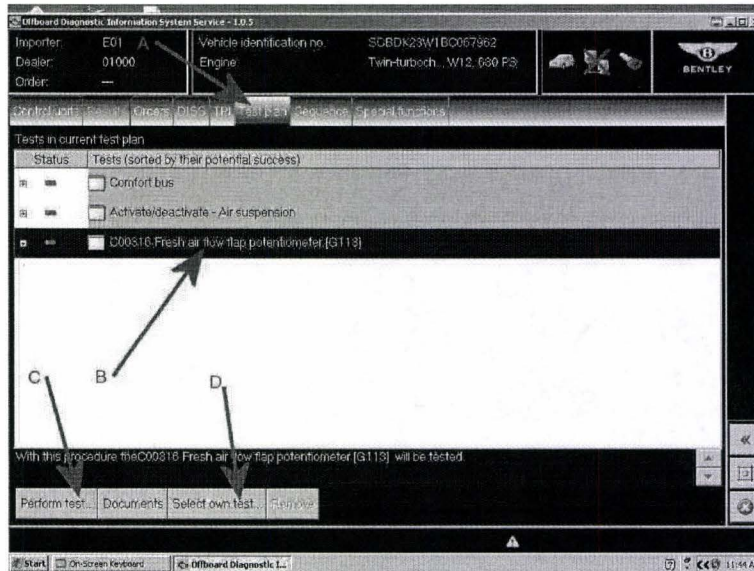


Figure 2

- Select the Fresh air flap potentiometer test and/or air circulation flap potentiometer test dependent on event (Figure 2 point B)
  - Select Perform test (Figure 2 Point C) and follow all on screen prompts to completion
  - Should only one motor be found to be at fault, the motor with no fault should also be actuated by selecting the following - Select own test (Figure 2 Point D) and follow all relevant on screen prompts.
3. Do the motors fully function with no issues and have the logged events been successfully cleared and not returned? If Yes this TPI is not applicable and the motors do not require replacement, if No please go to the Measure section of this TPI.

### Production change

From VIN SCBBJ53W7DC080102 the control motors fitted at the time of production are of the latest specification.

### Measure

All Continental Series vehicles which require the fresh air flap control motor replacing (Figure 3 Point A) or the air circulation flap control motor replacing (Figure 3 Point B), both motors can be replaced with the HVAC unit remaining in the vehicle.

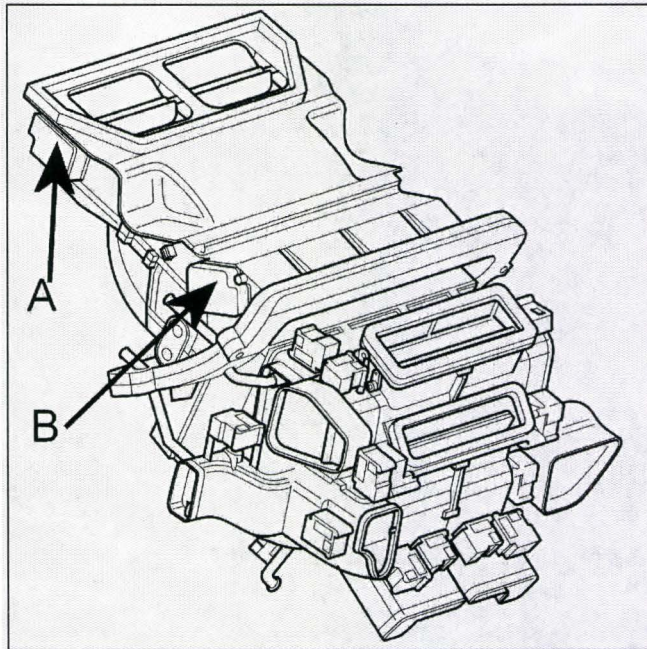


Figure 3

1. Replace the fresh air flap control motor and the air circulation flap motor Refer to Workshop manual Rep.Gr 87

**Warranty accounting instructions**

**Please Note: Normal Warranty policies are applicable.**

Section 1 - New GT and New GTC

Warranty Type	910 or 110
Labour Operation Code	01 29 00 02
Damage Service Number	01 29
Damage Code	00 40
Time	20 Time Units

Section 1 - Continental Series vehicles apart from New GT and New GTC

Warranty Type	910 or 110
Labour Operation Code	01 29 00 00
Damage Service Number	01 29
Damage Code	00 40
Time	20 Time Units

Time to replace both Control Motors

Warranty Type	910 or 110
Labour Operation Code	87 20 20 06
Damage Service Number	87 20

Damage Code 00 40

Time 120 TU

### Parts information

Part Number	Description	Quantity
4D0 820 511	Control Motors	2