



Connection offline

Technical product information

Topic	Seat adjustment inoperative
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2035055/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Driver assist systems, convenience features -> Settings memory, customer settings -> Seat memory	functionality -> partially without function	
Driver assist systems, convenience features -> Settings memory, customer settings -> Seat memory	functionality -> cannot be saved	
Driver assist systems, convenience features -> Settings memory, customer settings -> Seat memory	functionality -> defective function sequence	
Body fixtures and fittings -> Operation and control, seats, armrests -> Electrical seat adjustment -> Electric seat height adjustment	functionality -> without function / defect	front left
Body fixtures and fittings -> Operation and control, seats, armrests -> Electrical seat adjustment -> Electric seat angle adjustment	functionality -> without function / defect	front left
Body fixtures and fittings -> Operation and control, seats, armrests -> Electrical seat adjustment -> Electric seat length adjustment	functionality -> without function / defect	front left
Body fixtures and fittings -> Operation and control, seats, armrests -> Electrical seat adjustment -> Electric seat depth adjustment	functionality -> without function / defect	front left
Body fixtures and fittings -> Operation and control, seats, armrests -> Electrical seat adjustment -> Electric seat depth adjustment	functionality -> without function / defect	front right
Body fixtures and fittings -> Operation and control, seats, armrests -> Electrical seat adjustment -> Electric seat length adjustment	functionality -> without function / defect	front right
Body fixtures and fittings -> Operation and control, seats, armrests -> Electrical seat adjustment -> Electric seat angle adjustment	functionality -> without function / defect	front right
Body fixtures and fittings -> Operation and control, seats, armrests -> Electrical seat adjustment -> Electric seat height adjustment	functionality -> without function / defect	front right
Body fixtures and fittings -> Operation and control, seats, armrests -> Electrical seat adjustment -> Electric backrest adjustment	functionality -> without function / defect	front right
Body fixtures and fittings -> Operation and control, seats, armrests -> Electrical seat adjustment -> Electric backrest	functionality -> without	front left

adjustment	function / defect	
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New workshop code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Seats, benchseat, armrests -> Control unit f. multi-contour driver seat	control units, services -> adapter channel check not ok	
Body fixtures and fittings -> Seats, benchseat, armrests -> ECE f. multi-contour seat passenger side	control units, services -> adapter channel check not ok	

Vehicle data**Continental range****Sales types**

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
393*	2012	E		*	*	*
393*	2013	E		*	*	*
393*	2014	E		*	*	*
393*	2015	E		*	*	*
394*	2012	E		*	*	*
394*	2013	E		*	*	*
394*	2014	E		*	*	*
394*	2015	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	*	C	069713	999999		

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
06 - Seat Adjustment Passenger Side	3W3.959.760	0171	3W3.959.760	H03
06 - Seat Adjustment Passenger Side	4W0.959.760	0600	4W0.959.760	H04
36 - Seat Adjustment Driver Side	3W3.959.760	0171	3W3.959.760	H03
36 - Seat Adjustment Driver Side	4W0.959.760	0600	4W0.959.760	H04

Documents

Document name
master.xml
master.doc



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Technical product information

Transaction No.: 2035055/3

Seat adjustment inoperative

Customer statement / workshop findings

Front seat memory function inoperative. Fault memory entry: *no or incorrect basic setting/adaption*

Technical background

The front seat memory function is reliant on correct seat initialisation. Seat control module basic settings, a function of seat initialisation, can be lost during normal operation

If for any reason seat initialisation basic setting is not present in the control module then the seat memory function will be compromised and some or all the memory functions may not perform.

In the event of either front seat reporting a defective memory function then incorporate the front seat initialisation process into your diagnostic plan as detailed in this document before condemning the seat control module

Production change

None

Measure

In the event of either front seat reporting a defective memory function incorporate the front seat initialisation process into your diagnostic routine before consideration is given to a replacement control module.

1. Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure
2. Connect the Bentley diagnostic tool VAS 5052A or later approved equipment , to the vehicle On Board Diagnostic socket
3. From the VAS diagnostic tool main desktop select Offboard Diagnostic Information System



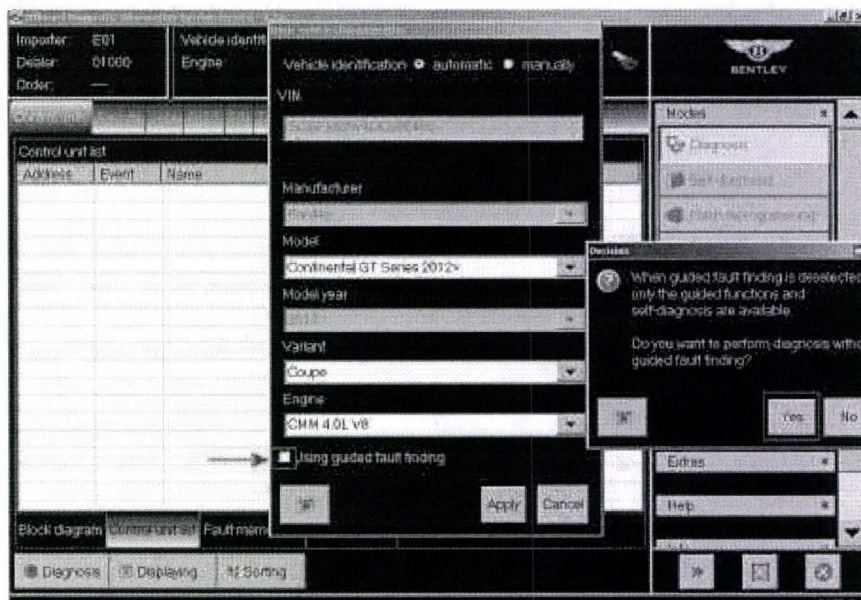


Figure 1

4. Switch on Ignition
5. Select – Start diagnosis
6. Select Model / Engine
7. Deselect Guided Fault Finding – remove tick from *Working with guided fault finding* option – then select *Yes* at pop-up and *Apply* (see Figure 1)

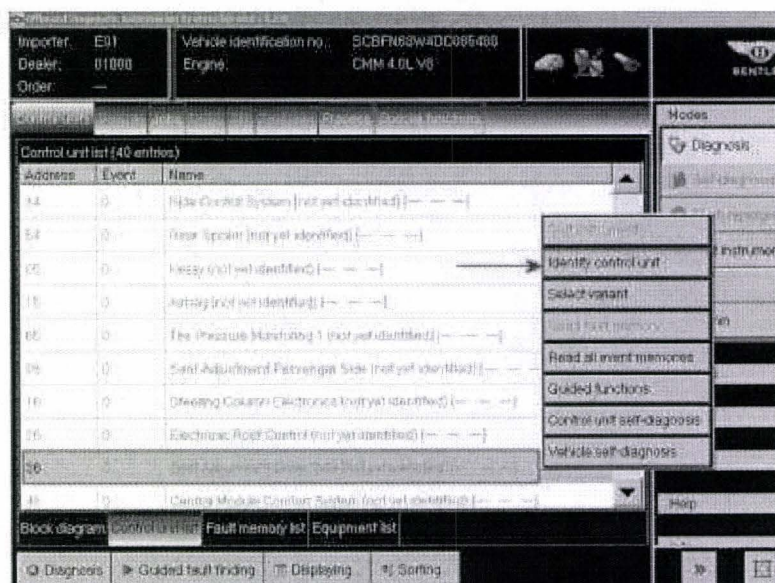


Figure 2

8. Within Control units – Select (single touch) either 06 Passenger side or 36 Drivers – Reveal

drop down menu (extended touch and release), Select *Identify control unit* (see Figure 2)

9. Once the control unit is identified then repeat the drop down menu reveal (extended touch and release), and Select *Guided functions*

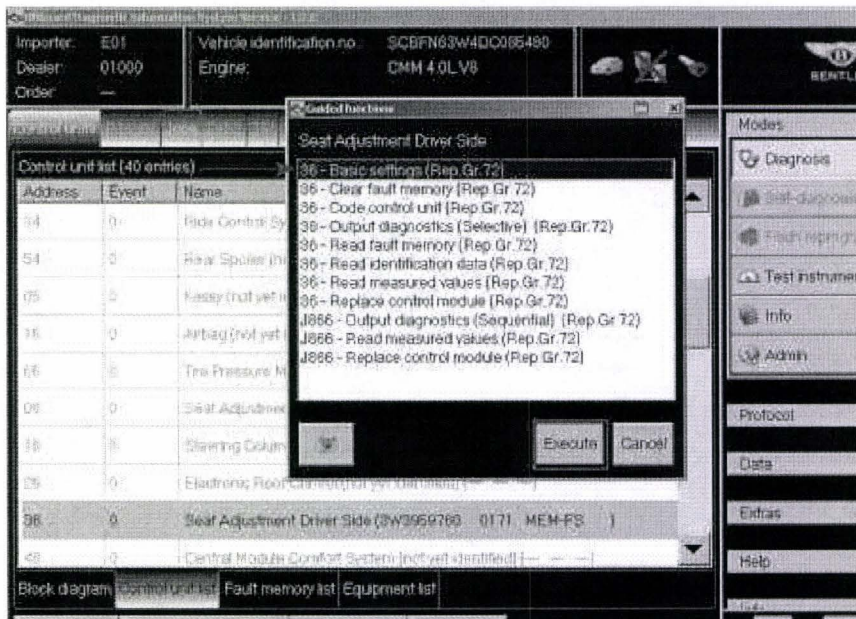


Figure 3

10. Select Basic settings then *Execute* (see Figure 3)

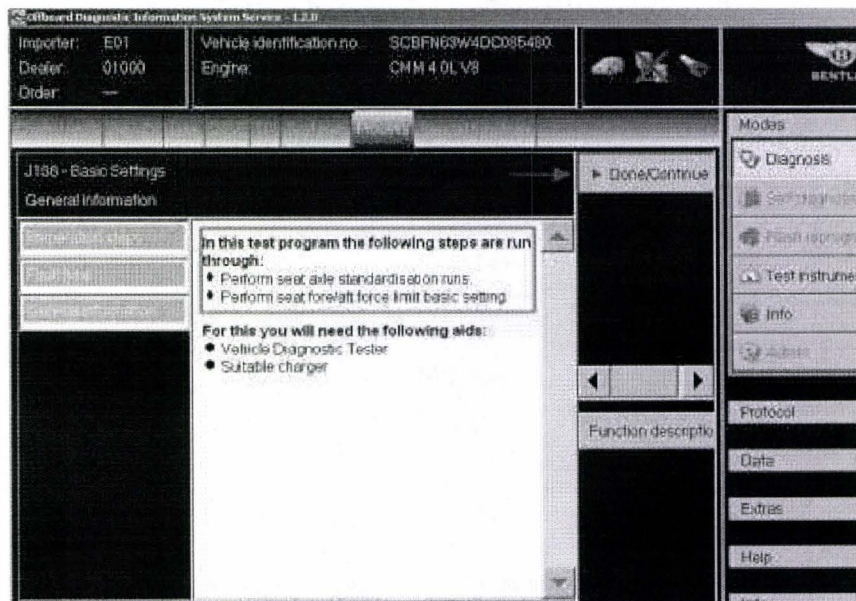


Figure 4

11. Select *Done/Continue* (see Figure 4)

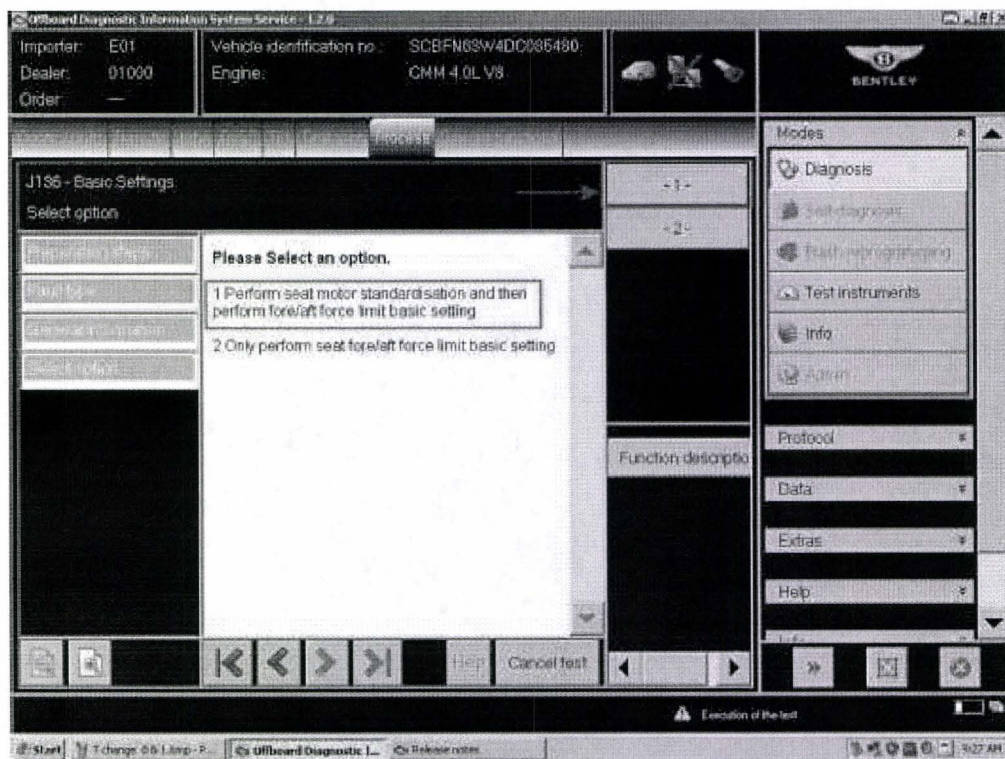


Figure 5

12. Select option 1 (see Figure 5)

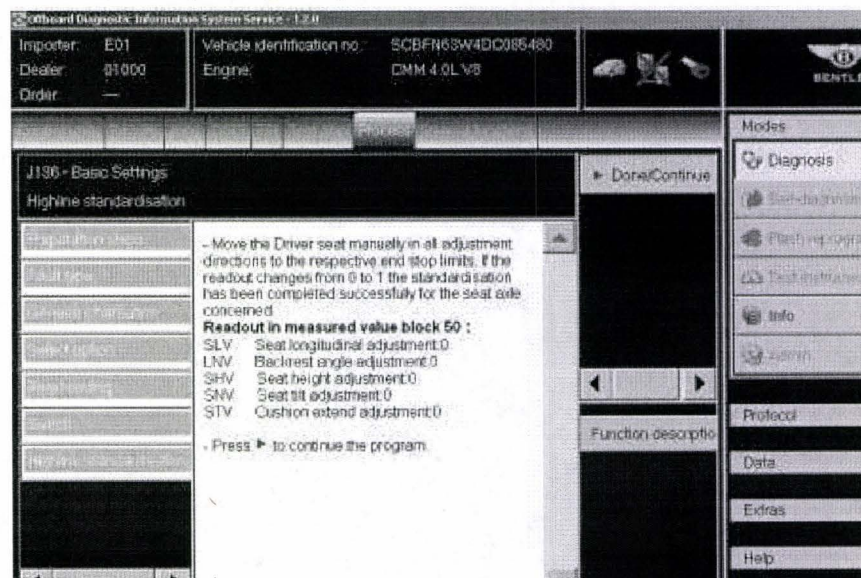


Figure 6

13. Follow the on screen requests to change each readout in measured value block 50 from 0 to 1. Note when performing LNV Backrest angle adjustment ensure there is sufficient clearance to enable full articulation (see Figure 6)

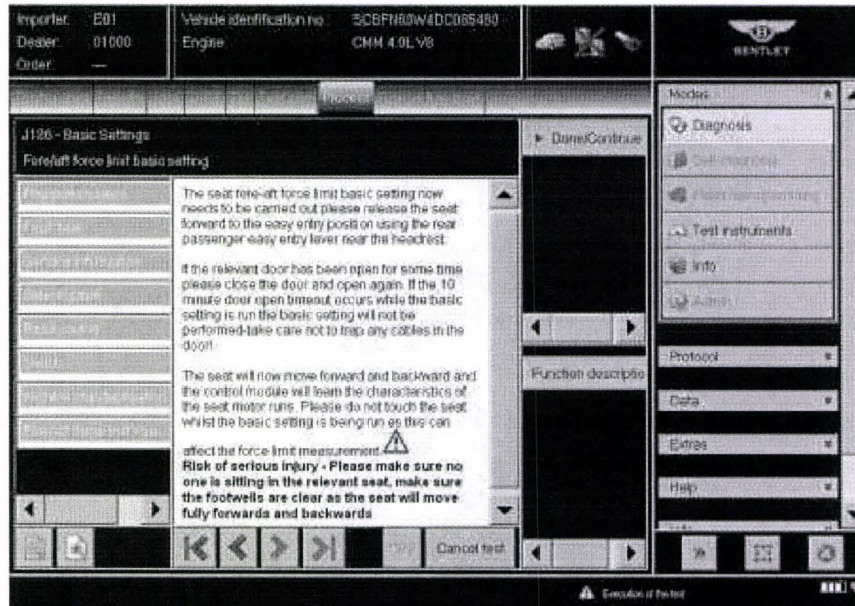


Figure 7

14. Once the five axis have been initialised then the *Foreaft force limit basic setting* will be performed Note: Release the seat forward as described in the on screen test (see Figure 7) and then select Done/Continue to start this procedure, the seat will then motor forward and back automatically performing the force limit basic setting
15. Follow the onscreen prompts to clear the fault memories and complete the process