

Technical product information

Topic	New Continental Convertible side window/s not fully closed
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2029216/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Roof systems, special bodies -> Convertible roof	functionality	
Body fixtures and fittings -> Window opening/closing, window heating -> Electric window lifter -> Window lifter pinch-protection	functionality -> active without authorisation	> not specified <
Body fixtures and fittings -> Window opening/closing, window heating -> Electric window lifter -> Window lifter pinch-protection	functionality -> active without authorisation	
Driver assist systems, convenience features -> Automatic open/close function -> Automatic opening -> Windows one-touch opening	functionality -> without function / defect	
Driver assist systems, convenience features -> Automatic open/close function -> Automatic closing	functionality -> without function / defect	
Roof systems, special bodies -> Convertible roof, folding roof operation -> Electrically close soft top, folding roof	functionality -> defective function sequence	
Electrical power, electric system, data transfer -> Power supply	functionality	

New workshop code

Object of complaint	Complaint type	Position
Driver assist systems, convenience features -> Automatic open/close function -> Automatic closing	functionality -> not activated	
Body fixtures and fittings -> Glazing, window lifters -> Window lifter motor	Noise, vibration -> noise	left
Body fixtures and fittings -> Glazing, window lifters -> Window lifter motor	Noise, vibration -> noise	right
Electrical power, electric system, data transfer -> Power supply -> Starter battery	electrics -> voltage too low	
Electrical power, electric system, data transfer -> Power supply -> Auxiliary battery	electrics -> voltage too low	

Vehicle data

New Continental Convertible

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
394*	2012	E		*	*	*
394*	2013	E		*	*	*
394*	2014	E		*	*	*
394*	2015	E		*	*	*
394*	2016	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	3W	*	C	C	040000	999999		
SCB	*	ZA	*	C	C	040000	999999		
SCB	*	ZA	*	D	C	040000	999999		
SCB	*	3W	*	D	C	040000	999999		
SCB	*	3W	*	E	C	040000	999999		
SCB	*	ZA	*	E	C	040000	999999		
SCB	*	ZA	*	F	C	040000	999999		
SCB	*	3W	*	F	C	040000	999999		
SCB	*	3W	*	G	C	040000	999999		
SCB	*	ZA	*	G	C	040000	999999		

Documents

Document name

master.xml

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Customer statement / workshop findings

With the engine not running, the hood can be raised from the stowage position and closed with no issues using the desired roof and window close functions (for example the roof control switch or keyless exit). However, when the side glass windows start to close a combination of one or more of the side windows do not fully close. During the close operation the side window/s appear to be closing as expected but as the glass gains contact with the hood and adjoining seals the window/s lower away from the contact sealing points resulting in the side window/s dropping partially down. The customer may also experience the same symptoms regarding the side windows not fully closing even when the hood has not been cycled, the windows when raised appear to be closing as expected, however when the contact sealing points are reached the side window/s drop partially down.

Technical background

There are multiple ways the roof and windows can be closed with the engine not running, irrespective of which way has been selected by the operative, the expectation is that once the roof has fully closed the side windows should also fully close in one continuous motion. Should the symptoms be as described within the Customer statement section of this TPI the initial reaction may be to adjust the window settings, this is not necessary initially and at this point should not be carried out, it is imperative that the initial checks within the Measure section of this TPI are followed to determine the exact cause and appropriate next steps.

Production change

Extra internal quality checks have been implemented within the manufacturing process to help eliminate the side window failure to close issue.

Measure

1. Test the batteries - Refer to Workshop Manual - Rep.Gr 27 Batteries - To test, the batteries must be in a good state of health and charge, if they are not please charge the batteries - Refer to Workshop Manual Rep.Gr 27 and retest

IMPORTANT: When you are satisfied the batteries are in a good state of health and charge please commence with this TPI

- Initialise the front door and rear side glass – Refer to Workshop Manual Rep.Gr 64

2. Fully close the hood and all windows to allow the glass to fully integrate with all seals and contact points, allow the car to stand for a minimum of 12 Hours.

3. Recheck the hood/window close operation.

- Does the hood and side window/s fully close without the window/s partially dropping?

If Yes the car can be returned to the customer

If No Please raise a DISS ticket, and await feedback from your TSC before carrying out any other work.

Customer information

During any extended period of vehicle inactivity, low speed use and/or operation with frequent stops, it is recommended that the battery conditioner is used to maintain the required level of charge please Refer to the Owner's Handbook