

Technical product information

Topic	Mulsanne - Rear side blind fails mid cycle
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2031942/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Sunblind operation -> Electrically raise rear screen blind	functionality -> defective function sequence	
Body fixtures and fittings -> Sunblind operation -> Electrically lower rear screen blind	functionality -> without function / defect	

New workshop code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Glazing, window lifters -> Door window	concept -> design concept error	rear left
Body fixtures and fittings -> Glazing, window lifters -> Door window	concept -> design concept error	rear right

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*

Chassis numbers

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

Documents

Document name
master.xml

Customer statement / workshop findings

Rear window blind unexpectedly stops mid cycle

Technical background

A component change in the rear side window blind mechanism has left the system with the potential to 'electrically lock up'. This function anomaly can manifest itself when a request is given to the door control module to reverse the blind direction of travel during an opposing up or down cycle. This request may have come from the manual switch in the door or from the key fob remote control.

On each occurrence of this failure an ignition cycle will unlock the system and reinstate blind functionality

Production change

A permanent solution is under investigation

Measure

Please advise customers who experience this phenomena that a permanent solution is being investigated by the manufacture. Once a solution is developed Bentley Motors will inform the dealer network



In the case of complaint please do not perform repair! A component change will not remedy this situation