

# Technical Service Bulletin

<b>Topic</b>	Mulsanne Exterior Door Handles
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2035777/3
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Jul 12, 2017

## Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0005 - Kessy	00193: Right rear exterior door handle touch sensor	7: Short circuit to ground	static
0005 - Kessy	03285: Left front exterior door handle touch sensor	7: Short circuit to ground	static
0005 - Kessy	03286: Right front exterior door handle touch sensor	7: Short circuit to ground	static
0005 - Kessy	00192: Left rear exterior door handle touch sensor	7: Short circuit to ground	static
0005 - Kessy	03286: Right front exterior door handle touch sensor	7: Short circuit to ground	Intermittent
0005 - Kessy	00193: Right rear exterior door handle touch sensor	7: Short circuit to ground	Intermittent
0005 - Kessy	03285: Left front exterior door handle touch sensor	7: Short circuit to ground	Intermittent
0005 - Kessy	00192: Left rear exterior door handle touch sensor	7: Short circuit to ground	Intermittent

## New customer code

Object of complaint	Complaint type	Position
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door locking mechanism	functionality -> partially out of order	
access control, start authorization, anti-theft protection -> closing	functionality	
body attachments and installations -> doors -> exterior door handle	component, automotive fluids -> damaged	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door release	functionality -> partially out of order	

## New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> doors -> exterior door handle -> exterior door handle microswitch	electrical -> connector contact corroded	right
body attachments and installations -> doors -> exterior door handle -> exterior door handle microswitch	electrical -> connector contact damaged	left
body attachments and installations -> doors -> exterior door handle -> exterior door handle microswitch	electrical -> short circuit to ground	left
body attachments and installations -> doors -> exterior door handle -> exterior door handle microswitch	electrical -> short circuit to ground	right
body attachments and installations -> doors -> exterior door handle -> exterior door handle microswitch	functionality -> no function	left
body attachments and installations -> doors -> exterior door handle -> exterior door handle microswitch	functionality -> no function	right
body attachments and installations -> doors -> exterior door handle -> exterior door handle microswitch	functionality -> partially out of order	left
body attachments and installations -> doors -> exterior door handle -> exterior door handle microswitch	functionality -> partially out of order	right
body attachments and installations -> doors -> exterior door handle -> exterior door handle microswitch	electrical -> connector contact corroded	left

# 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	*	3Y	*	*	C	000001	018296		
SCB	*	ZH	*	*	C	000001	018296		

## Documents

Document name
<a href="#">master.xml</a>

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## Condition

The vehicle cannot be locked/unlocked using the touch sensor on the door handle/s (Figure 1)



Figure 1

**NOTE:** The afore mentioned issue does not affect the ability to lock/unlock the vehicle manually by inserting the key into either of the front door locks or by using the lock/unlock buttons on the ignition key fob

## Technical Background

Corrosion of electrical terminals within the door handle/s due to water ingress leads to premature failure of the door handle electronics and can also lead to a failure of the Keyless unlocking and locking system (KESY)

**In the event that any of the following DTC's are evident please commence with this TPI**

Diagnostic address	Event memory entry	Fault type	Fault status
05 - Kessy	00193: Right rear exterior door handle touch sensor	7: Short circuit to ground	static
05 - Kessy	03285: Left front exterior door handle touch sensor	7: Short circuit to ground	static
05 - Kessy	03286: Right front exterior door handle touch sensor	7: Short circuit to ground	static
05 - Kessy	00192: Left rear exterior door handle touch sensor	7: Short circuit to ground	static
05 - Kessy	03286: Right front exterior door handle touch sensor	7: Short circuit to ground	Intermittent
05 - Kessy	00193: Right rear exterior door handle touch sensor	7: Short circuit to ground	Intermittent
05 - Kessy	03285: Left front exterior door handle touch sensor	7: Short circuit to ground	Intermittent
05 - Kessy	00192: Left rear exterior door handle touch sensor	7: Short circuit to ground	Intermittent

**IMPORTANT: Please save the full Offboard Diagnostic Information System log which shows the applicable door handle DTC's as this may be requested by the Warranty department to allow the claim to be processed.**

## Production Solution

From VIN SCBBA63Y1DC018296 the latest specification door handles were fitted at the time of production.

The latest specification parts have redesigned internal wiring to prevent water ingress.

## Service

1. Replace both of the front and both of the rear exterior door handles

- Refer to the workshop manual Rep.Gr 57 – for the front exterior door handles

- Refer to the workshop manual Rep.Gr 58 – for the rear exterior door handles

## Warranty

**Normal warranty policies apply**

### **Time to replace the front and rear door handles**

Warranty type 110 or 910

Labour Operation Code 57 11 20 00

Damage Service Number 57 11

Damage Code 00 40

Time 300 Time units

## Required Parts and Tools

Part Number	Description	Quantity
3Y0 837 205E	Exterior door handles	4