

Technical product information

Topic	Door soft close function incorrect
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2046303/6
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	front left
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	front right
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	rear left
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	rear right

New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> doors -> driver door control unit	control units, services -> software faulty	
body fixtures and fittings -> doors -> passenger door control unit	control units, services -> software faulty	
body fixtures and fittings -> doors -> rear-door control unit	control units, services -> software faulty	left
body fixtures and fittings -> doors -> rear-door control unit	control units, services -> software faulty	right

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Query relating to door soft close function—Door soft close is a customer convenience feature to reduce the effort the customer requires to close the door. This TPI explains the current knowledge and planned technical resolution for customer complaints relating to this comfort feature

Technical background

- The door soft close system may fail to function even though mechanically the system is correct.
- Currently software is being evaluated to resolve this issue. Until this software is released no further action should be taken on a car where the soft close system is known to be mechanically correct.
- There is a specific mechanical failure mode that may cause door close issues this relates to the bowden cable routing. Therefore the bowden cable routing should be checked in the event that a soft close issue is reported on a particular door.

Production change

Revised software to be introduced

Measure

Fault concern: Door soft close – B122D29: Lock unit for central locking implausible signal

Fault concern: Door soft closed – B125F01: Closing assist motor electrical error

- Containment action: Software under development no repair action available at this time.
- For sporadic failure of the power latch the routing of the bowden cable on the suspect door should be checked reference figure 1 and 2



Figure 1

The inner cable correctly routed seated in drum groove (see Figure 1)



Figure 2

The cable incorrectly routed, inner cable not seated in drum groove (see Figure 2)

1. Adviser referenced door soft close timeout features – 3 following scenarios

1.1. Door open and closed by soft close operation for circa 30 times in ten minute window, the soft closed will time out and it will take 1 minute for each operation before full functionality will be restored

- Each 'Power latch' operation increments a counter by 1
 - Every minute with no power latch operation reduces the counter by 1
 - If the counter reaches 30 within 10 minute period, 'Power latch' will stop operation, requiring 30 minutes of no operation to decrement the counter back to 0
 - i.e. 30 minutes is the longest time to wait for full functionality to be restored

1.2. Door interior handle or exterior handle held in the not at rest position, partially open for circa 5 seconds the door soft close will time out and on ignition cycle will begin to function again if the door is fully open

1.3. Door soft closing and then manually overridden by opening door, the soft close will time out and in this case the door requires to be fully closed and then the ignition cycled to reset the function