

Technical product information

Topic	Door soft close function failed - post VIN 19737 - (ASW 09.20)
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2049460/1
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	rear 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 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*	2018	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	***	**	*	*	*	019738	021169		

Documents

Document name
master.xml

Customer statement / workshop findings

Door soft close function incorrect operation

Technical background

Production change

New software

Measure

In the event of a reported failed door soft close function and the Diagnostic Trouble Code (DTC 122) is reported in the specific door control unit then apply this TPI

1. Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure
2. Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket. Note: Hardwire connections should be used between the diagnostic tool and the OBD socket and when connecting broadband to the diagnostic tool.
3. Place the ignition key in the remote key reader and switch on the ignition
4. Select – Start diagnosis
5. Select – Model / Engine
6. Select *guided fault finding* to check and clear the vehicle of any fault codes. NOTE: At this stage when requested to *Make a Target/Actual comparison* do not perform this action select NO.

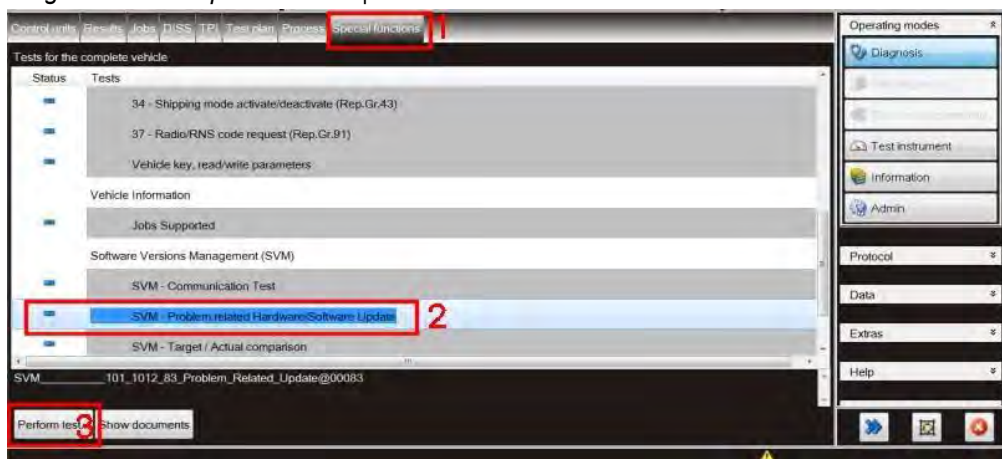


Figure 1

7. Select Special functions (1), Select SVM – Problem related Hardware/Software Update (2), Select Perform test (3) (see Figure 1)



Figure 2

8. At SVM process screen enter (1) the specific SVM code **4V0DSC129** and then Adopt (2) (see Figure 2)

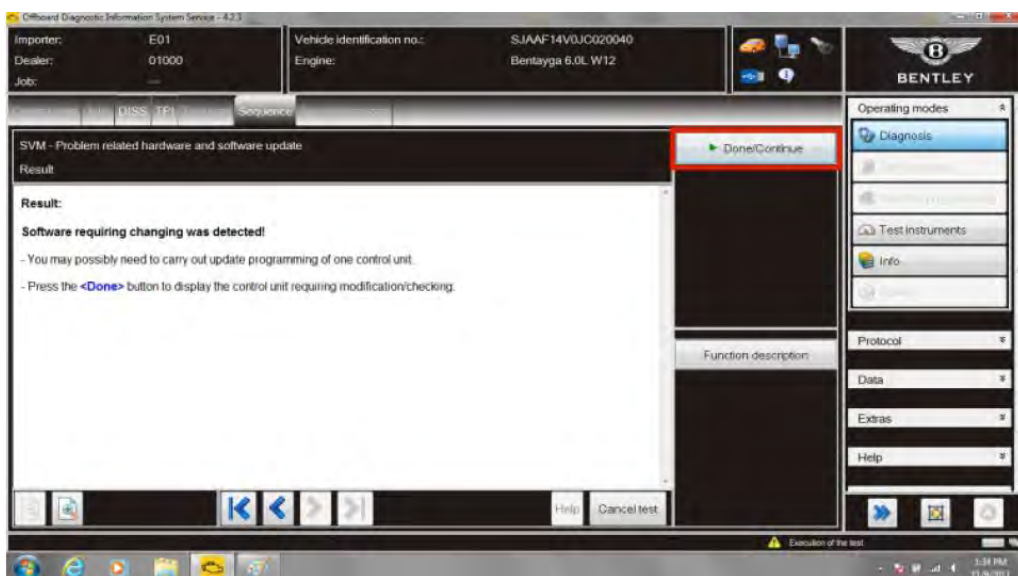


Figure 3

9. Once software that requires changing is detected select Done/Continue (see Figure 3) Note: each of the four control units will be offered for software update individually by the program. Follow prompts, the online connection will deliver the required software to the tester

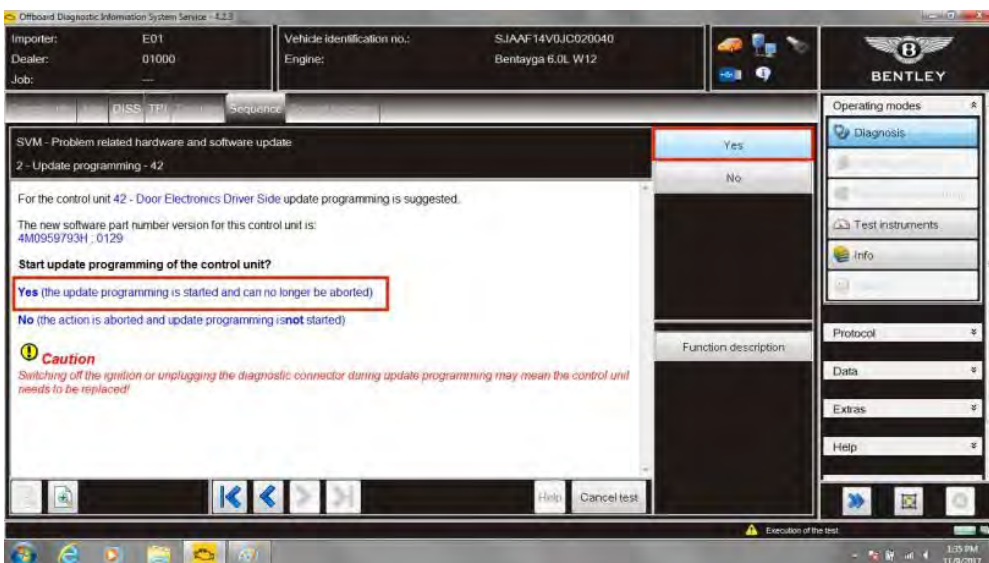


Figure 4

10. As each control unit is presented select Yes to deliver software. Follow screen prompts for each control unit (see Figure 4)

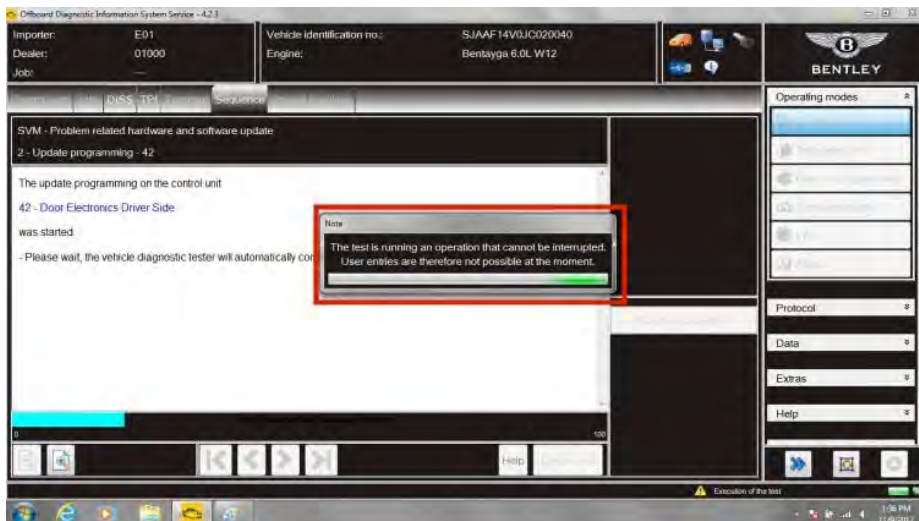


Figure 5

11. During the update a progress bar will be displayed. Note: the actual software load for all four control units will take approximately 30 minutes the two rear control units taking the majority of this time (see Figure 5)

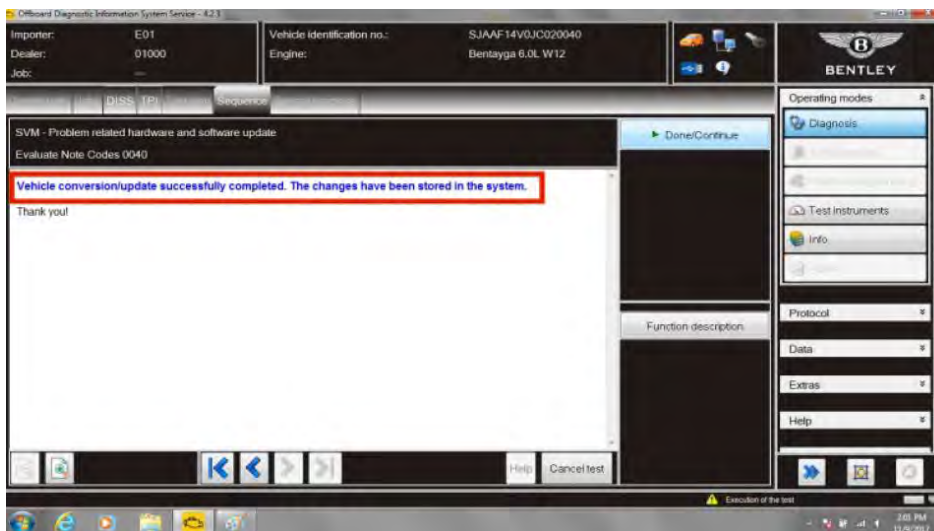


Figure 6

12. Once the update program has completed for all four control units, figure 6, follow the screen prompts to perform the automatic SVM and complete the update
13. Once the update is complete carry out initialisation on the four electric window lifts and door mirrors
14. Use guided fault finding to clear any faults codes created as a result of performing this campaign
15. Carry out and ignition off/on cycle
16. The rear door control units will require a basic setting procedure to enable the power close function. First pre requisite is to slam shut all four doors

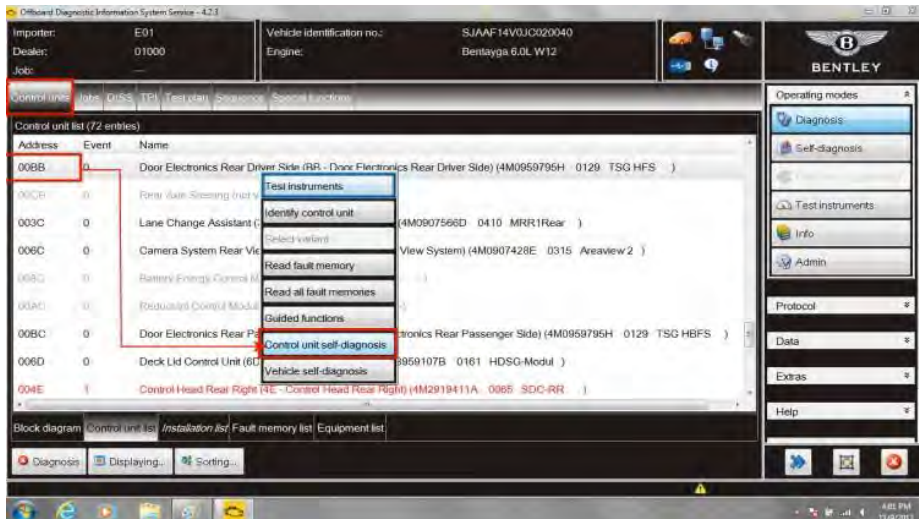


Figure 7

17. Within *Control units* – Select (single touch) *00BB Door Electronics Rear Drivers Side* – Reveal drop down menu (extended touch and release). Select *Control unit self-diagnosis* (see Figure 7)

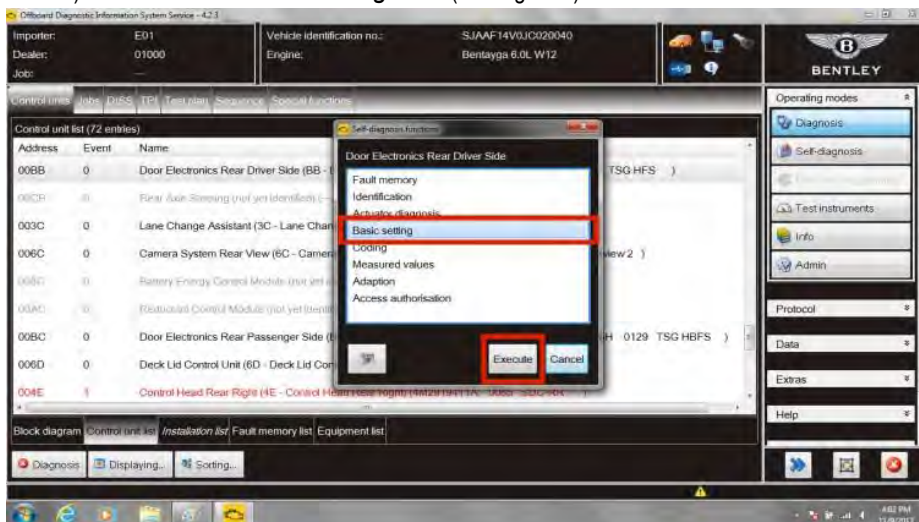


Figure 8

18. Within *Control units*, Door Electronics Rear Driver Side, Select *Basic settings* and then *Execute* (see Figure 8)

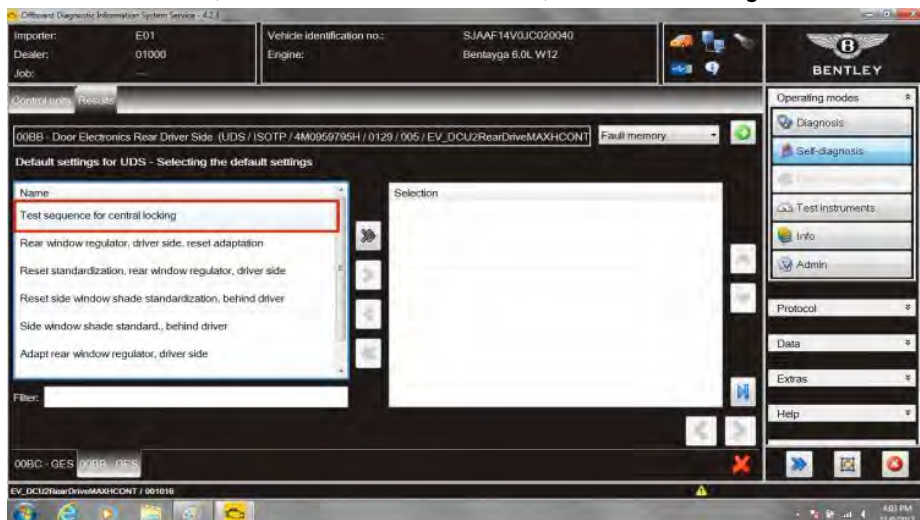


Figure 9

19. In *Default settings for UDS* double click *Test sequence for central locking* to add to *Selection* box (see Figure 9)

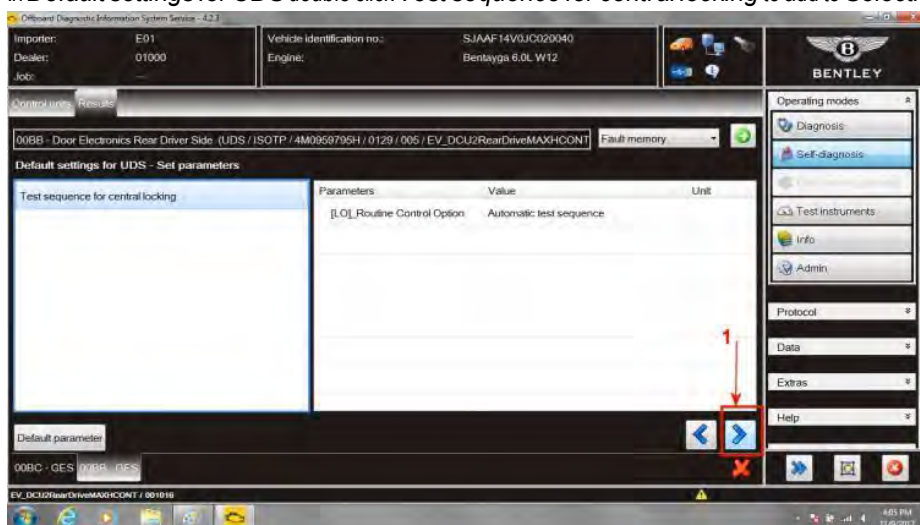


Figure 10

20. Select forward arrow (1) at *Default settings for UDS – Set parameters* screen (see Figure 10)

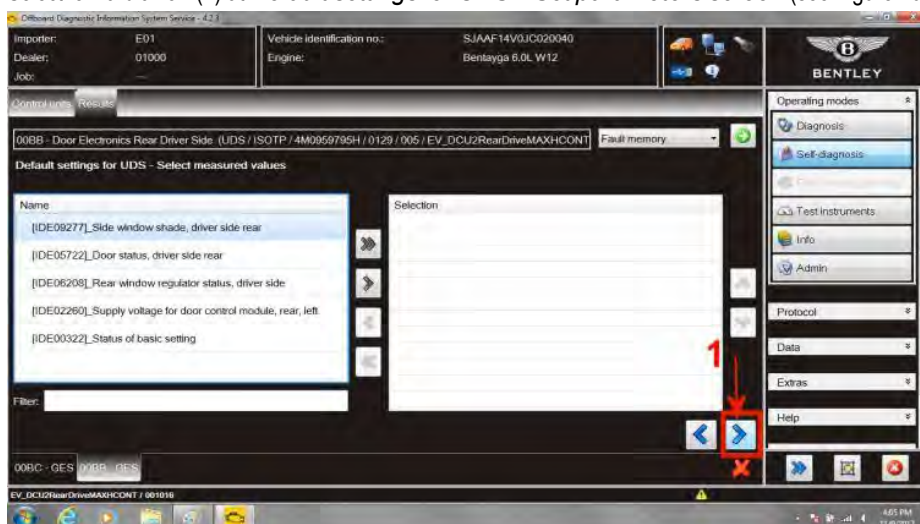


Figure 11

21. Select forward arrow (1) at *Default settings for UDS – Select measured values* it is not necessary to select a measured value (see Figure 11)

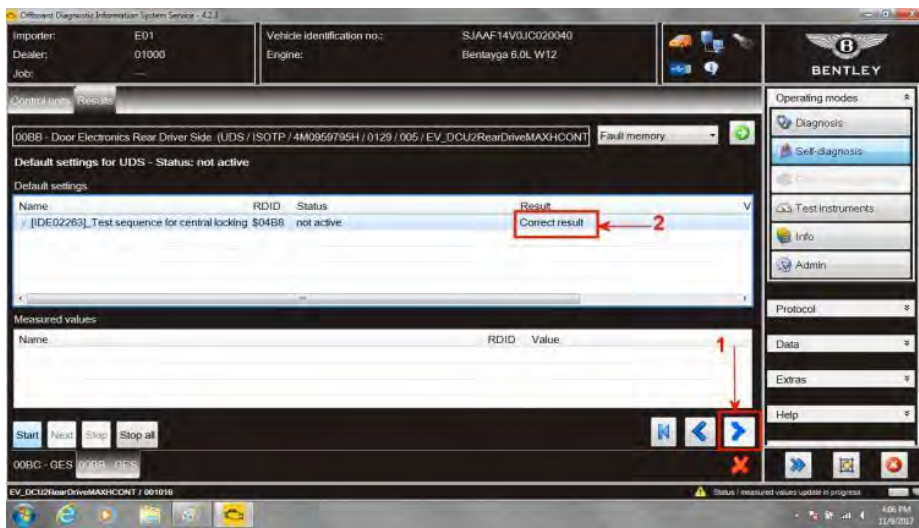


Figure 12

22. Select forward arrow (1) to initiate test. Locking mechanism for that door will sequence once sequenced *Correct result* will be displayed (2) (see Figure 12)

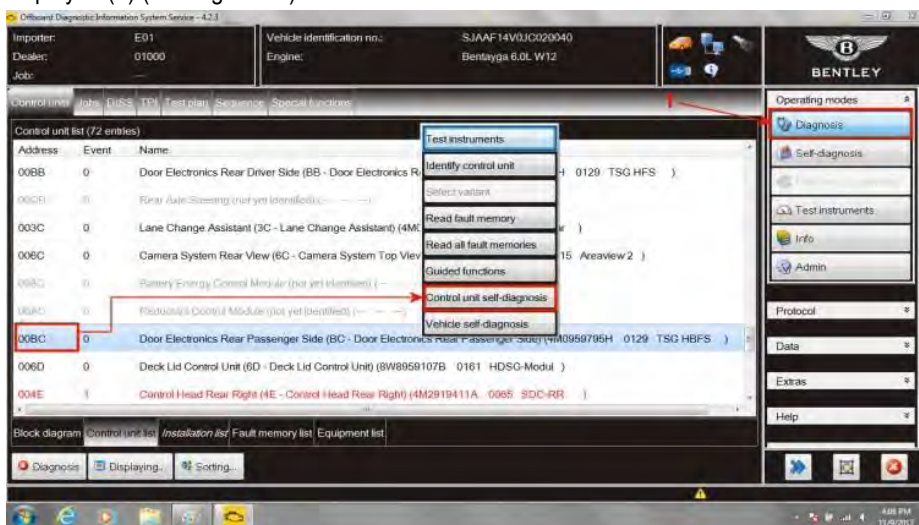


Figure 13

23. Return to *Diagnosis* (1) and select the other rear door. Within control units – Select (single touch) *00BC Door Electronics Rear Passenger Side* – Reveal drop down menu (extended touch and release). Select *Control unit self-diagnosis* (see Figure 13) and follow the same procedure 19 through 23 for this other rear door



Figure 14

24. On completion apply white TPI completion mark to lid of electrical junction point adjacent to right hand bonnet hinge (see Figure 14)

Warranty accounting instructions

Warranty Type 110 or 910
Labour Operation Code 01 29 00 07
Damage Service Number 64 38
Damage Code 00 40
Time 70TU