

# Technical Service Bulletin

<b>Topic</b>	Door soft close function failed - up to VIN 19737 - (ASW 09.19)
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2049377/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Dec 18, 2017

## New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors, lids operation -> door power closing	functionality -> no function	left front
body attachments and installations -> doors, lids operation -> door power closing	functionality -> no function	left rear
body attachments and installations -> doors, lids operation -> door power closing	functionality -> no function	right front
body attachments and installations -> doors, lids operation -> door power closing	functionality -> no function	right rear

## New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> doors -> driver door control module	control modules, services -> software faulty	
body attachments and installations -> doors -> passenger door control module	control modules, services -> software faulty	
body attachments and installations -> doors -> rear door control module	control modules, services -> software faulty	left
body attachments and installations -> doors -> rear door control module	control modules, 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		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	***	**	*	*	*	000001	019737		

## Documents

Document name
master.xml

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### Condition

Door soft close function incorrect operation

### Technical Background

### Production Solution

New software

### Service

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

#### Replace door control units

1. Remove both front door control units. Reference workshop manual Rep.Gr.57 Front door control unit J386, J387) – To remove and fit.
2. Remove both rear door control units. Reference workshop manual Rep. Gr.58 Rear door control unit (J388, J389) – To remove and fit
3. Fit new driver’s door control unit part number 4M0959793H
4. Fit new passengers front door control unit part number 4M0959792H
5. Fit both rear door control units part number 4M0959795H
6. Ensure all connections to each door control units are made before proceeding to apply software
7. **Note:** Do not run the replace test to change these parts

#### Apply Software to control units

1. Re Activate 48 volt system and connect 12 volt vehicle battery
2. Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure
3. Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket. Note: Hardware connections should be used between the diagnostic tool and the OBD socket and when connecting broadband to the diagnostic tool.
4. Place the ignition key in the remote key reader and switch on the ignition
5. Select – Start diagnosis
6. Select – Model / Engine
7. 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. NOTE: not all fault codes will clear at this stage specifically relating to door control units

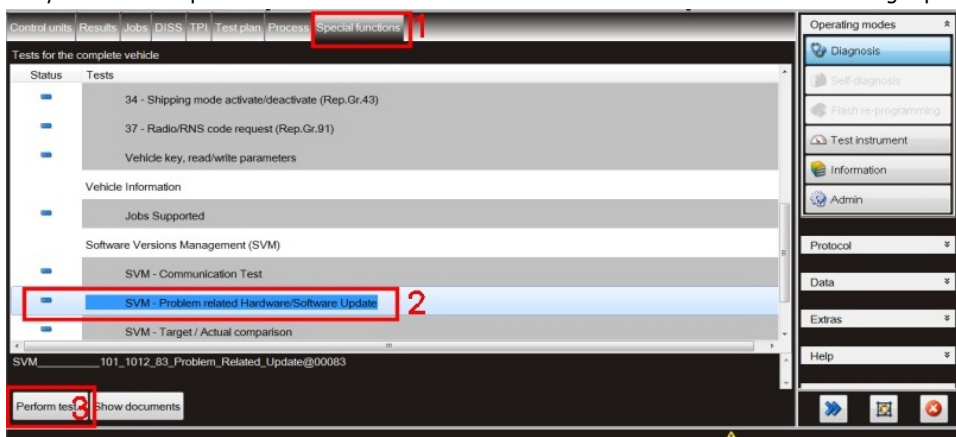


Figure 1

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

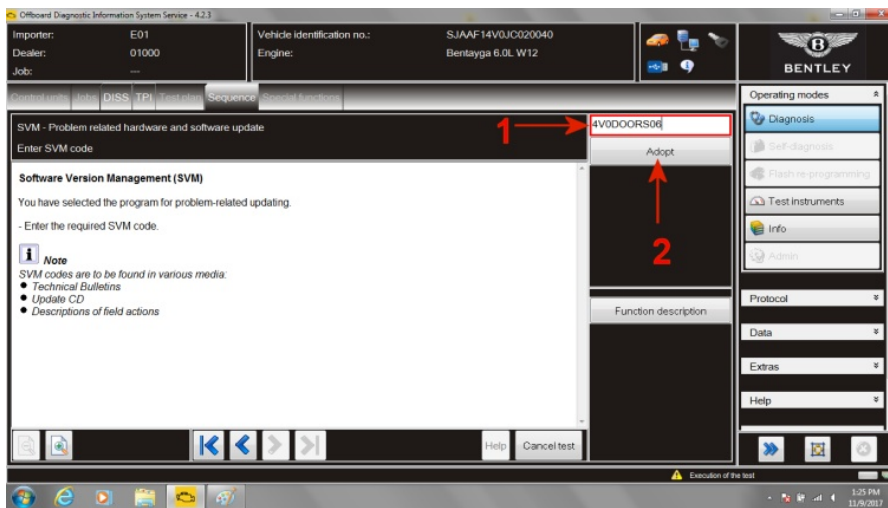


Figure 2

- At SVM process screen enter (1) the specific SVM code **4V0DOORS06** (NOTE: the word DOORS in the SVM code is all letters) and then Adopt (2) (see Figure 2)

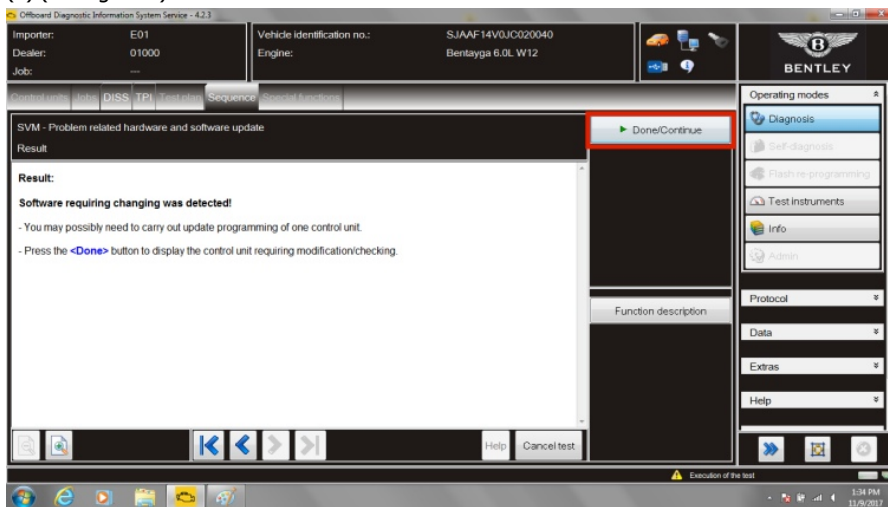


Figure 3

- 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

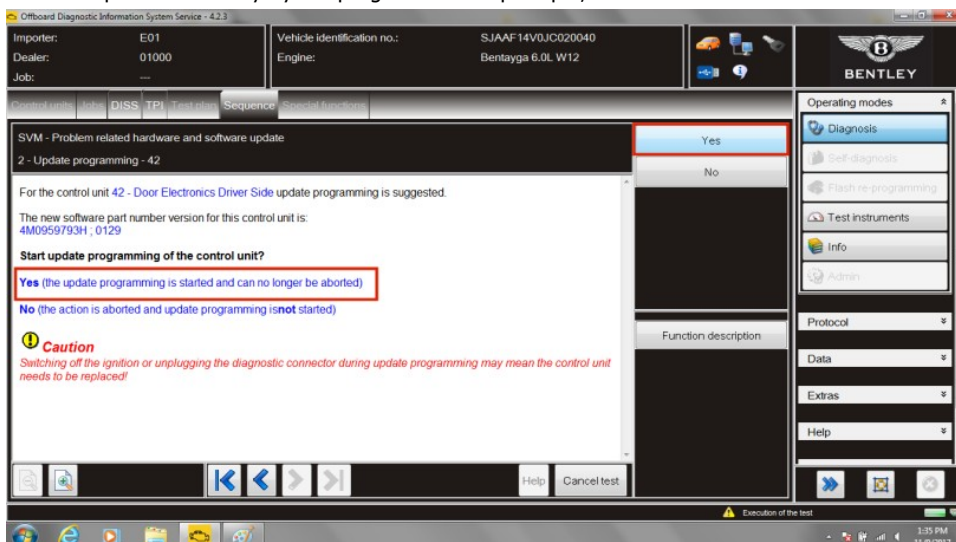


Figure 4

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

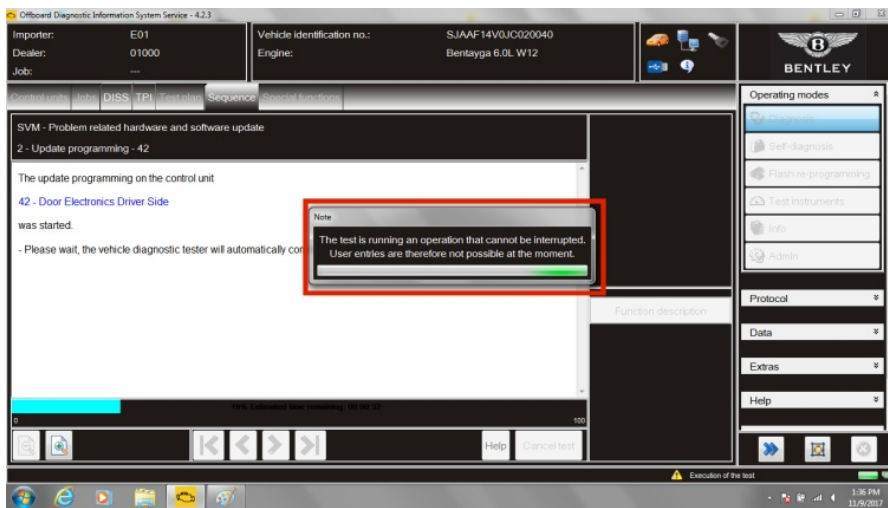


Figure 5

- 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)

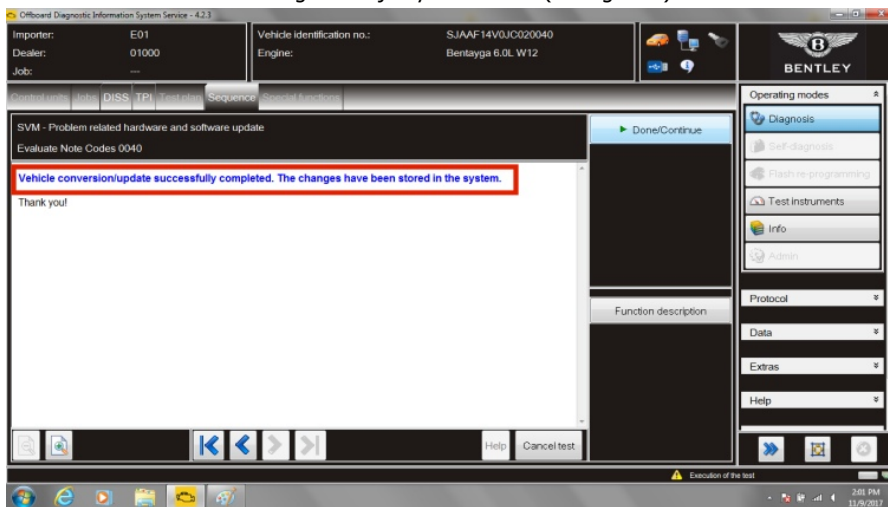


Figure 6

- 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
- Once the update is complete carry out initialisation on the four electric window lifts and door mirrors
- Use guided fault finding to clear any faults codes created as a result of performing this campaign
- Carry out and ignition off/on cycle
- 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

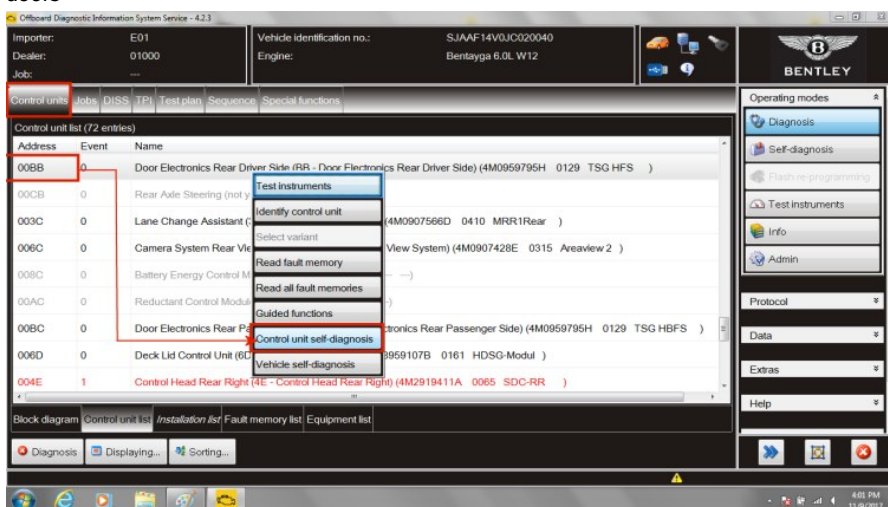


Figure 7

- 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)

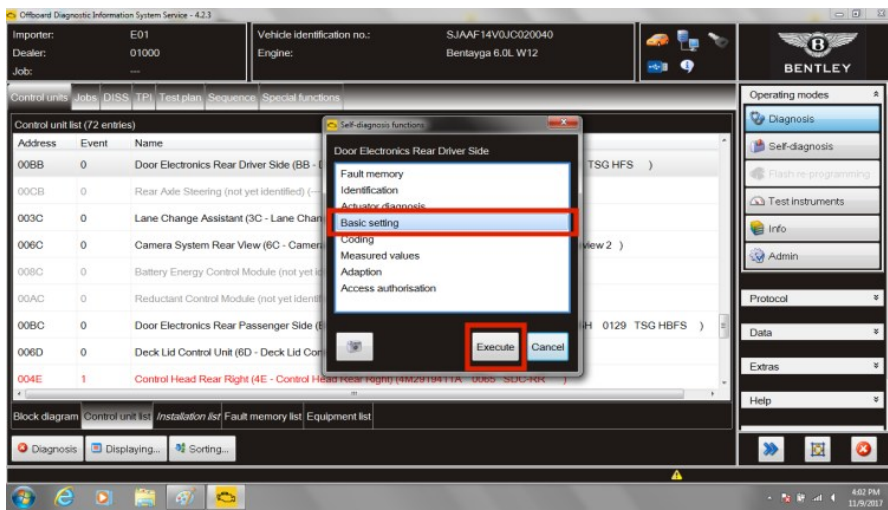


Figure 8

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

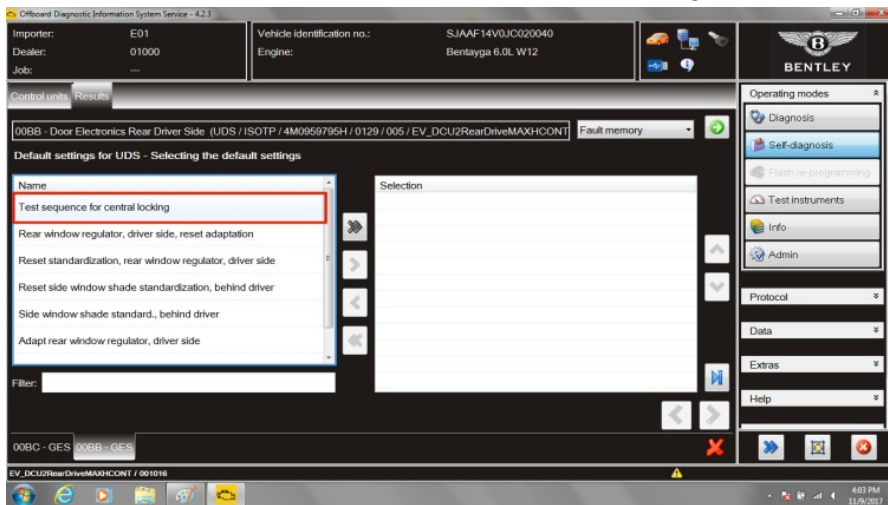


Figure 9

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

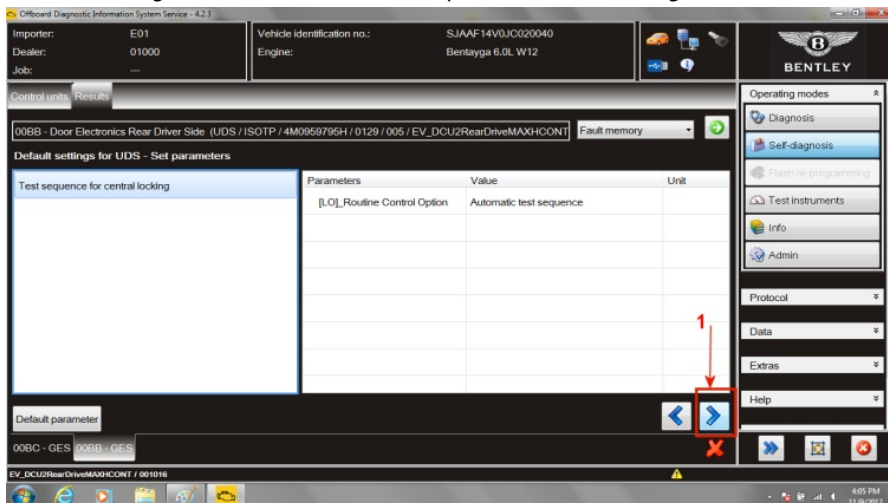


Figure 10

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

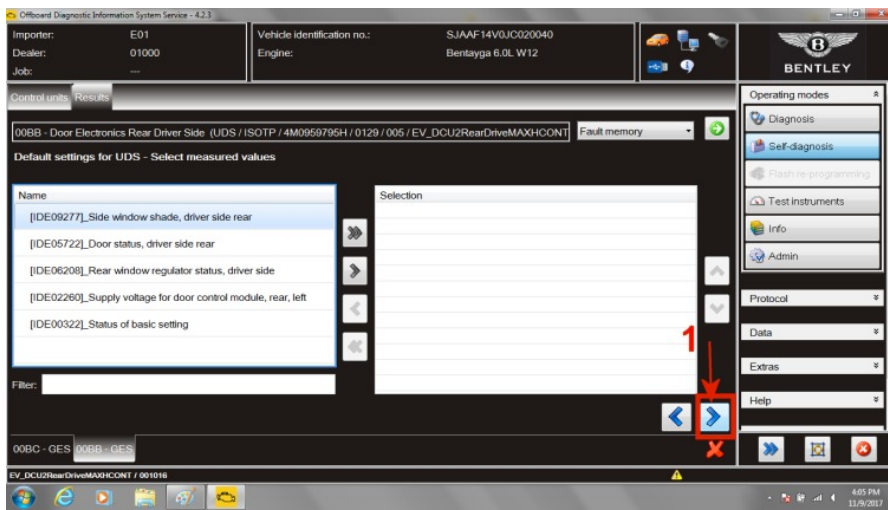


Figure 11

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

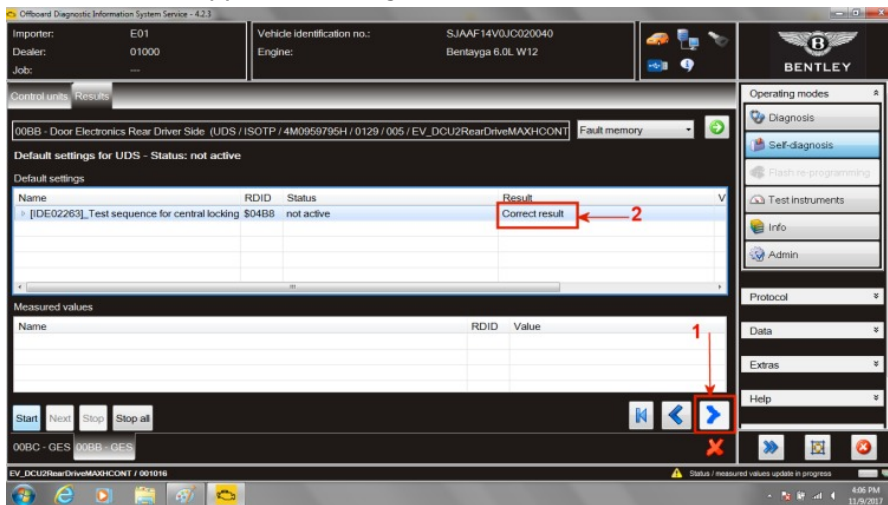


Figure 12

23. 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)

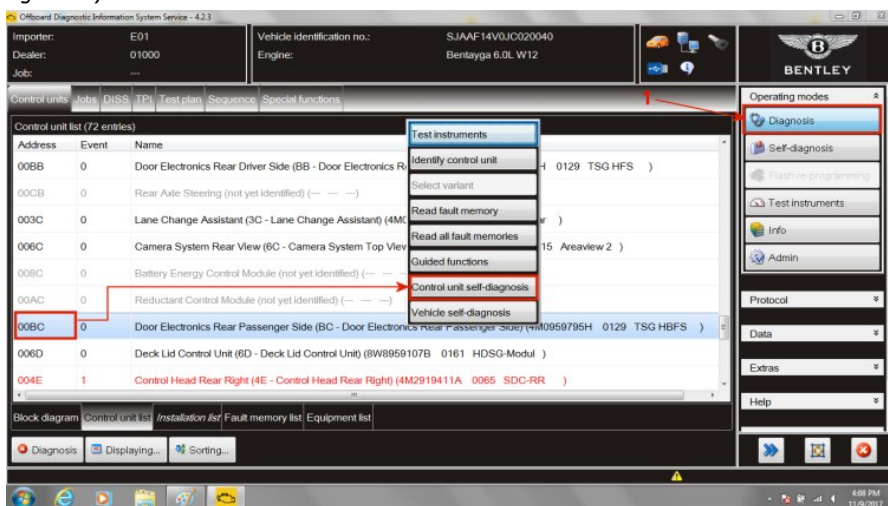


Figure 13

24. 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

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

## Warranty

### 4 Door control unit removed+reinstalled

Warranty Type 110 or 910  
 Labour Operation Code 64 38 20 99 (for RO open date on or before 21 December 2017)  
 64 38 20 04 (for RO open date after 21 December 2017)

Damage Service Number 64 38

Damage Code 00 40

Time 120TU

### Self-diagnosis: Read data memory

Warranty Type 110 or 910

Labour Operation Code 01 29 00 07

Damage Service Number 64 38

Damage Code 00 40

Time 70TU

## Required Parts and Tools

Part number	Description	Quantity
4M0959793H	Drivers door control unit	1
4M0959792H	Passengers door front control unit	1
4M0959795H	Rear door control units	2