Technical product information

Topic	New Continental GT - Window drop glass concerns
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052634/6
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> window opening/closing, window heating -> window drop at door-opening	functionality -> defective function sequence	rear left
body fixtures and fittings -> window opening/closing, window heating -> window drop at door-opening	functionality -> defective function sequence	rear right
body fixtures and fittings -> window opening/closing, window heating -> window return at door-closing	functionality -> without function / defect	front left
body fixtures and fittings -> window opening/closing, window heating -> window return at door-closing	functionality -> without function / defect	rear left
body fixtures and fittings -> window opening/closing, window heating -> window return at door-closing	functionality -> without function / defect	front right
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body fixtures and fittings -> window opening/closing, window heating -> window drop at door-opening	functionality -> defective function sequence	front right

Vehicle data

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*

Documents

Document name
master.xml
by634and5faultfindingv4.pdf

Customer statement / workshop findings

Window drop glass concerns.

Technical background

Retailer to identify the reported concern, once identified please carry out the instructions within the Measure section

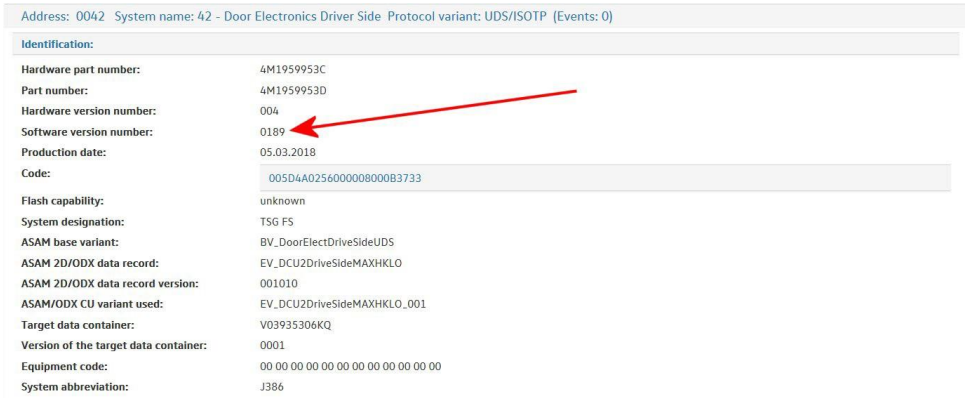
All vehicles post the following VIN numbers have the latest Software version number installed

New Continental GT: SCBCG2ZG5LC075710

New Continental GTC: SCBDG4ZG7LC075711

IMPORTANT: Please ensure the onward checks within this section (Technical background) are followed prior to conducting the instructions within the Measure section

- Referring to Figure 1 - Should the Software version number of address 42 Door Electronics Drivers Side and 52 Door Electronics Passenger Side be lower than 0189, the operative MUST carry out Section 1, Section 2 should also be conducted if required



Address: 0042 System name: 42 - Door Electronics Driver Side Protocol variant: UDS/ISOTP (Events: 0)

Identification:

Hardware part number:	4M1959953C
Part number:	4M1959953D
Hardware version number:	004
Software version number:	0189
Production date:	05.03.2018
Code:	005D4A02560000008000B3733
Flash capability:	unknown
System designation:	TSG FS
ASAM base variant:	BV_DoorElectDriveSideUDS
ASAM 2D/ODX data record:	EV_DCU2DriveSideMAXHKLO
ASAM 2D/ODX data record version:	001010
ASAM/ODX CU variant used:	EV_DCU2DriveSideMAXHKLO_001
Target data container:	V03935306KQ
Version of the target data container:	0001
Equipment code:	00 00 00 00 00 00 00 00 00 00 00 00
System abbreviation:	J386

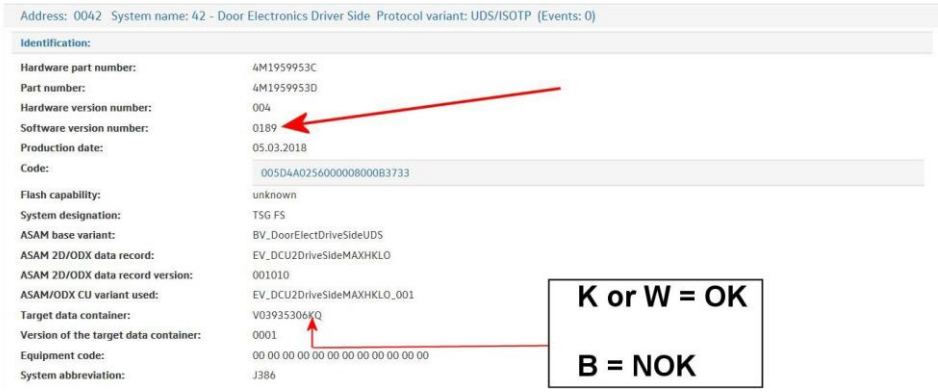
Figure 1

Referring to Figure 2

- In the event the 10th letter of the Target data container is (K) or (W) and the Software version number is 0189 the Software no further action is required as regards Software, therefore if the issue is till evident the operative MUST carry out the checks in Section 2

Or

- In the event the 10th letter is (B) this is NOT ok even though the Software version number is at 0189, in this case the operative MUST conduct Section 1, Section 2 should also be conducted if required



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Version of the target data container:	0001
Equipment code:	00 00 00 00 00 00 00 00 00 00 00 00
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Figure 2

Production change

Refer to the Technical background section

Measure

On the receipt of a valid customer complaint relating to any window drop glass concerns, firstly the Software of all 4 door control modules must be updated.

Section 1 - Software update

1) Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure

- Switch on ignition, ensure the ignition is on for the duration of the update

- Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket. NOTE: The process is Initiated via Bentley diagnostic tool (VAS 6150C or similar) using a hard wire connection to the vehicle OBD socket, Bluetooth connections should not be used under any circumstances

Your Bentley diagnostic tester must be loaded with Bentley Brand Diagnostic Data Version 2.24.10 or higher

2) From the diagnostic tool main desktop select the Off Board Diagnostic Information System

- Select – Start diagnosis

- Select – Model / Engine

3) Referring to Figure 3 - Select Special functions (1), Select SVM – Problem related Hardware/Software Update (2), Select Perform test (3)

Figure 3

4) Referring to Figure 4 – At the SVM screen (1) enter the specific SVM code 370DOORS189 and then select Adopt (2)

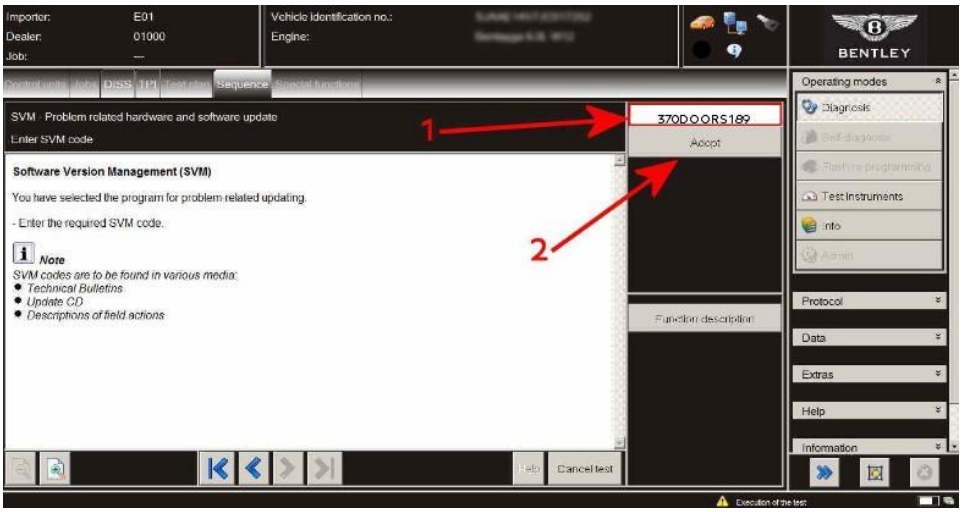


Figure 4

5) Referring to Figure 5, Check you have entered the correct SVM code (1) and select Yes (2) and follow all on screen prompts

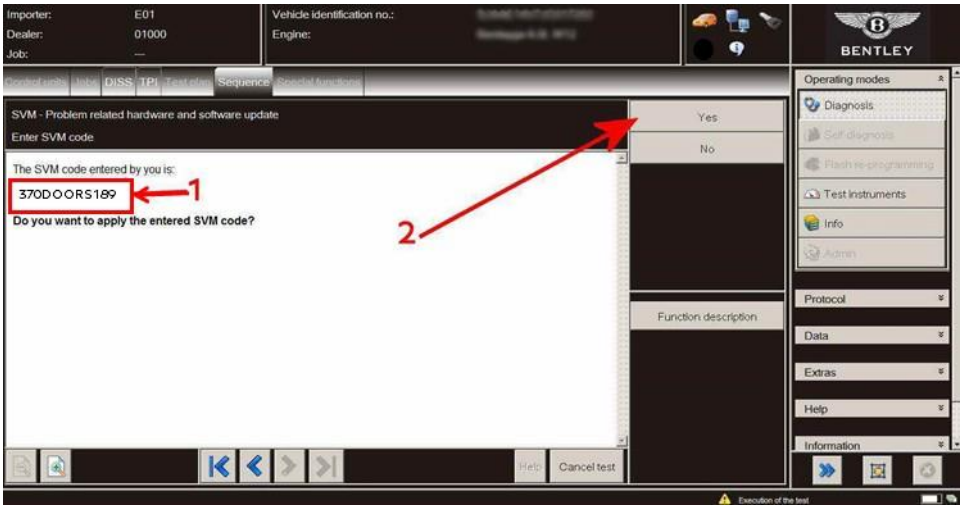


Figure 5

- When prompted enter your global user ID and password

- Follow all on screen prompts to continue through the procedure, the identification data will be transferred

- Once the software that requires changing is detected select Done/Continue, Follow all on-screen prompts the online connection will deliver the required software to the tester

- Follow all on screen prompts until update is complete

6) Clear all DTC's and ensure all applicable test plans are followed including Basic settings and initialisation routines

7) Recheck for correct operation, if the customer complaint still occurs follow the below instructions.

Section 2 - Flowchart

If the customer complaint still occurs after the Software has been updated, follow the attached flowchart for aiding in the correct diagnosis.

IMPORTANT: Before any repair work is carried out a visual check of the window seals must be performed and if necessary rectified.

Identify/confirm the reported issue and carry out the instructions as per attached flow chart.

NOTE: If any of the steps in the flow chart have previously been completed, do not repeat the step, move onto the next step of the flow chart

After following all streams update the open DISS query and confirm the outcome, attach all information and include an explanation/video of the issue, stating the window affected, should the issue be resolved please close the DISS query

Warranty accounting instructions

Software update:

Warranty type 110 or 910 / Damage service number 64 38 / Damage code 00 40

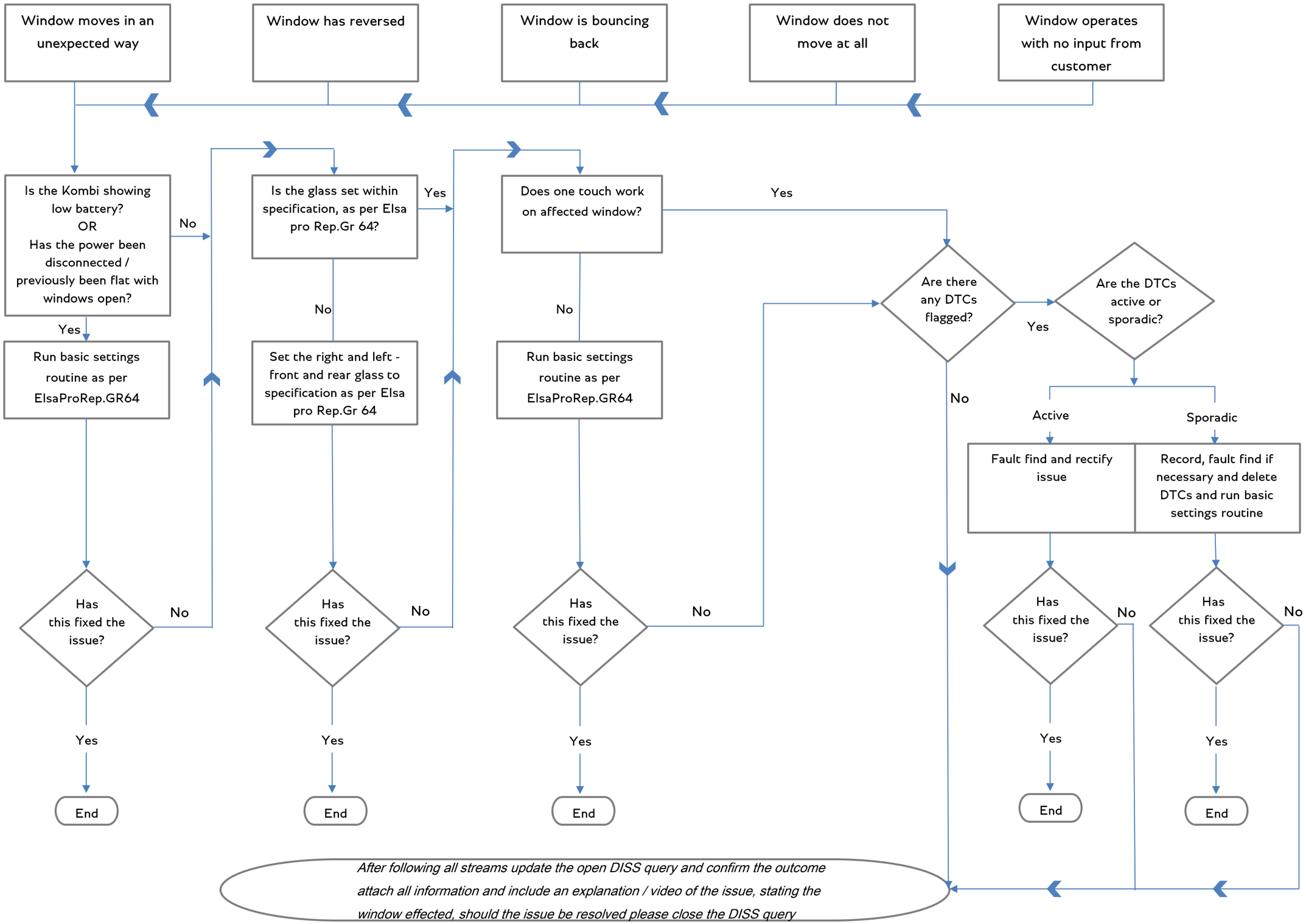
Time up to and including VIN SCBDA33S7KC073383

Labour operation code	01 29 00 06
Time	60 TU

Time from VIN SCBCD13SXKC073384

Labour operation code	01 29 00 03
Time	30 TU

NOTE: Where adjustments to window glass are required, it is permissible to make a claim under warranty outside of the standard adjustment period of 6 months/6,250 miles

New Continental GT Fault Finding Flowchart

After establishing the problem follow as below **IMPORTANT: Retailer to carry out a battery test to confirm battery condition is to specification as per Repair manual Rep.Gr 27**