

Technical product information

Topic	New Continental GT and New Continental GTC - Rear quarter glass not fully closing
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2058424/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> window opening/closing, window heating	functionality	
body fixtures and fittings -> window opening/closing, window heating -> electric window lifter	functionality -> cannot be closed	
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	rear right

Vehicle data

New Continental GT and GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	C	000011	081983		

Documents

Document name
master.xml

Customer statement / workshop findings

Referring to Figure 1 - During the window and/or door close operation, the front door drop glass closes and seals (Point A) however the rear quarter glass does not fully close and seal (Point B) leaving a gap between the front and rear glass (Point C)

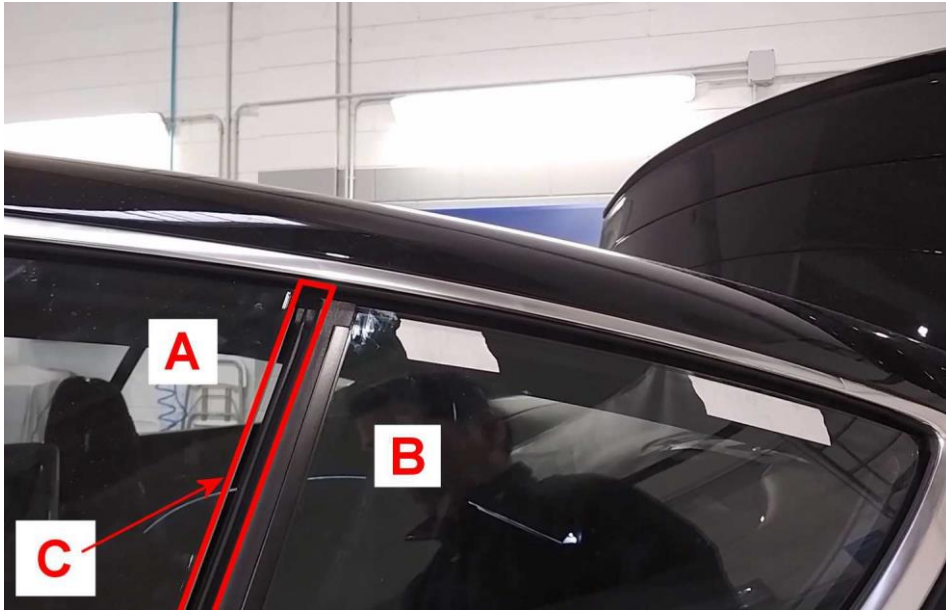


Figure 1

Technical background

Refer to the Measure section of this TPI


Production change

All vehicles from VIN SCBCG13S5LC081983 have the latest level of software installed at the time of production

Measure

- 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 (VAS6150C or similar) using a hard wire connection to the vehicle OBD socket, Bluetooth connections should not be used under any circumstances



- 2) From the diagnostic tool main desktop select the Off Board Diagnostic Information System 
 - Select – Start diagnosis
 - Select – Model / Engine
- 3) Referring to Figure 1 - Select Special functions (1), Select SVM – Problem related Hardware/Software Update (2), Select Perform test (3)

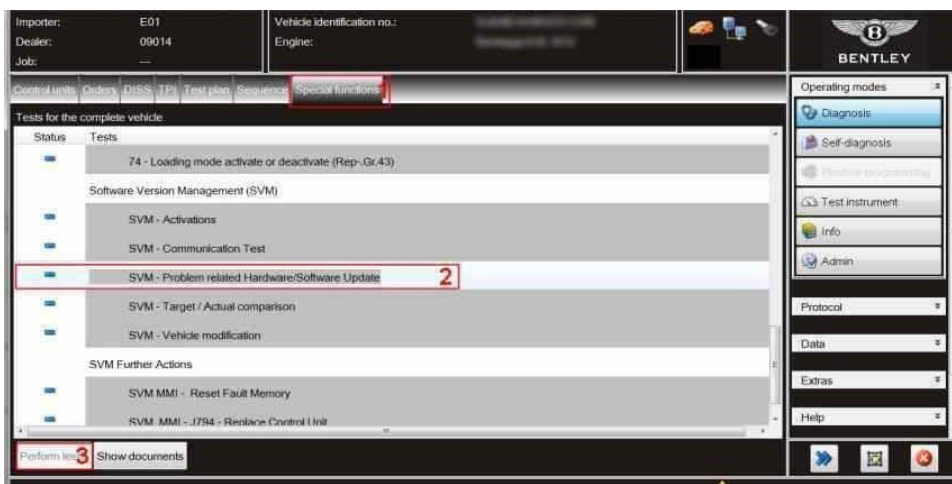


Figure 1

4) Referring to Figure 2–At the SVM screen (1) enter the specific SVM code 370BYZDC01 and then select Adopt (2)

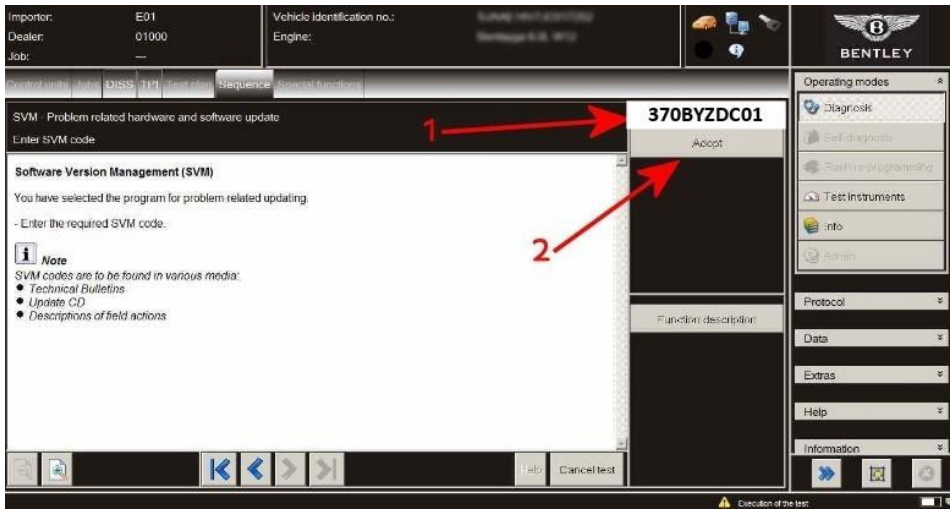


Figure 2

5) Referring to Figure 3, Check you have entered the correct SVM code (1) and select Yes (2) and follow all on screen prompts



Figure 3

- 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

Warranty accounting instructions

Damage information

Warranty type 110 or 910

Damage service number 64 75

Damage code 02 02

Labour

Labour Operation Code 01 29 00 01

Time 10 Time units