

Technical product information

Topic	Keyless door entry does not work - Front Outside Door Handle - Touch Sensor DTC present within address 0046
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2062257/1
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0046 - Comfort System Central Control Module	B147713: Right Front Outside Door Handle Touch Sensor Open circuit		Intermittent
0046 - Comfort System Central Control Module	B147713: Right Front Outside Door Handle Touch Sensor Open circuit		static
0046 - Comfort System Central Control Module	B147613: Left front exterior door handle touch sensor Open circuit		Intermittent
0046 - Comfort System Central Control Module	B147613: Left front exterior door handle touch sensor Open circuit		static

New customer code

Object of complaint	Complaint type	Position
access control, driving authorisation, antitheft protection -> vehicle locking/unlocking -> door locking	functionality -> partially without function	
access control, driving authorisation, antitheft protection -> locking	functionality	
body fixtures and fittings -> doors -> exterior door handle	component / consumables -> damaged	
access control, driving authorisation, antitheft protection -> vehicle locking/unlocking -> door unlocking	functionality -> partially without function	

Vehicle data

New Continental GT/GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement:

Keyless entry does not work

Workshop findings:

Front Outside Door Handle Touch Sensor open circuit DTC's present within address 0046

NOTE: The afore mentioned issue does not affect the ability to lock/unlock the vehicle manually by inserting the key into either of the front door locks or by using the lock/unlock buttons on the ignition key fob

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The issue could occur on either side as per the onward DTC's

0046	0046 - Comfort System Central Control Module	B147713 B147713	B147713: Right Front Outside Door Handle Touch Sensor Open circuit	SST00001 Intermittent
0046	0046 - Comfort System Central Control Module	B147713 B147713	B147713: Right Front Outside Door Handle Touch Sensor Open circuit	SST00003 static
0046	0046 - Comfort System Central Control Module	B147613 B147613	B147613: Left front exterior door handle touch sensor Open circuit	SST00001 Intermittent
0046	0046 - Comfort System Central Control Module	B147613 B147613	B147613: Left front exterior door handle touch sensor Open circuit	SST00003 static

Technical background

Refer to the Measure section of this TPI

Production change

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Measure

1) Perform a check of the Kessy wiring fitment through the exterior door handle as follows:

- Referring to Rep.Gr 57 - Remove the exterior door handle assembly
- Referring to Rep.Gr 70 - Remove the front door trim panel

2) Referring to the applicable wiring diagram:

- Referring to Figures 1 and 2 - Perform a check of the wiring that is routed through the exterior door handle (from the convenience control module), including the wiring inside the clear heat shrink or insulating tape
- In the event that any wires show damage or signs of chaffing/breaks continue with the suggested repair as detailed in Step 3



Figure 1



Figure 2

3) Repair the broken or damaged wires as per Rep.Gr97

TIP: Where possible, extend the length of the wires by 10mm

- Ensure the wiring does not clash with and components in particular the window mechanism

4) Referring to the applicable Rep.Gr - Refit all previously removed components

Warranty accounting instructions

Time to remove x1 exterior door handle

Warranty Type 110 or 910

Damage Service Number 57 11

Damage Code 00 40

Labour

Labour Operation Code 57 11 19 00

Time 10TU

Remove and refit front door trim panel x1

Labour

Labour Operation Code 70591900

Time 20TU

Wiring repairs

Labour

Labour Operation Code 97094152

Time 40TU