Technical product information

Topic	New Continental GT and GTC- Repeat window drop glass concerns
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.	2062035/2
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0042 - Driver's door electronics	B148754: Window regulator motor no basic setting		Intermittent
0052 - Passenger's door electronics	B148754: Window regulator motor no basic setting		Intermittent
00BB - Rear drivers side door electronics	B148754: Window regulator motor no basic setting		Intermittent
00BC - Rear passenger side door electronics	B148754: Window regulator motor no basic setting		Intermittent

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
body fixtures and fittings -> window opening/closing, window heating -> window return at door-closing	functionality -> without function / defect	rear right
body fixtures and fittings -> window opening/closing, window heating -> window drop at door-opening	functionality -> defective function sequence	front left
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		*	*	*
3S3*	2021	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

Customer statement / workshop findings

Customer statement

Repeated complaints from the customer regarding the incorrect operation of the drop door glass

Workshop findings

DTC's for window regulator motor no basic setting B148754 evident within any of the 4 door control modules (diagnostic address 42, 52, BB and BC) for loss of basic settings

Technical background

Confirm the following before proceeding:

- A repeated customer complaint of windows not closing and loss of Basic settings is evident
- Door control module Software Version is up to date as shown below in Table 1
- Glass set is confirmed to be within specification as per the "Elsa pro side glass to check procedure"
- All window seals to be checked and confirmed that no damage is evident
- Battery health condition must be confirmed as within specification as per the applicable Elsa Pro Rep.Gr guidelines

Table 1. Software - Record Number and Record Version levels – Pre update

Control Unit Address	Software Part Number	Software Version	Record Number - Target Data Container	Record Version - Target Data Container Version
0042 – Door Electronics Drivers Side	4M1959953D	0189	V03.935.323.BY	0002
0052 – Door Electronics Passenger Side	4M1959952D	0189	V03.935.323.EY	0002
00BB – Door Electronics Drivers Side - Rear	4M1959955D	0189	V03.935.310.WM or V03.935.306.KT	0001
00BC – Door Electronics Passenger Side - Rear	4M1959955D	0189	V03.935.310.WP or V03.935.306.KU	0001

Production change

Not applicable

Measure

Software update

- The closed-circuit voltage of the vehicle must be at least 12.5 V during the update. Connect a suitable battery charger to the vehicle. For further information refer to the Repair manual
- During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc)
- Because of the highest transmission stability you MUST use the diagnosis interface VAS 6154 (WiFi diagnostic tool) ONLY in USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode
- Do Not under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of any control units

1) Select and run Guided fault finding NOTE: Ensure all DTC's are erased prior to starting the update

- Referring to Figure 1 - Within the Special functions tab - Select SVM - Code Input (Point A)
- Select Perform test (Point B)

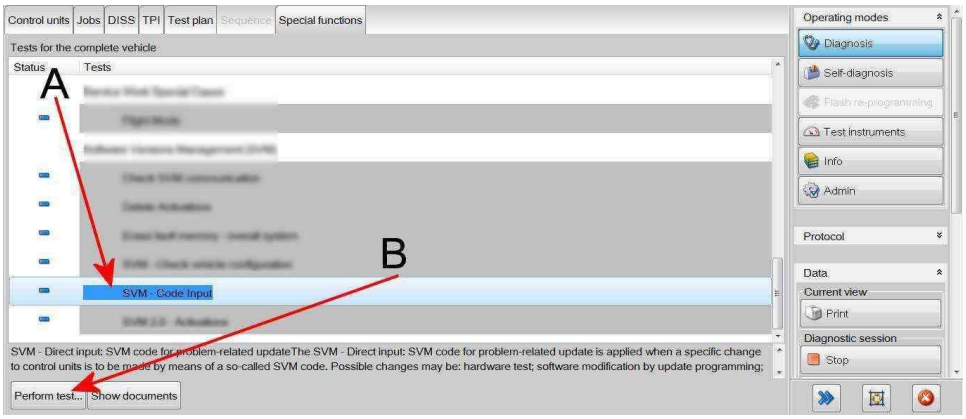

Figure 1

2) Referring to Figure 2 – Enter the SVM code 370FTM01

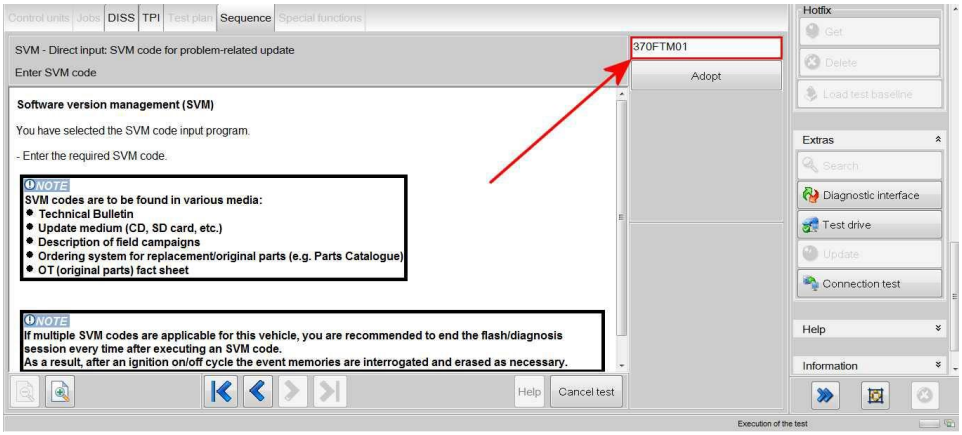

Figure 2

- 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

3) The Required control units will be automatically updated in the order shown in Figures 3 through to 6

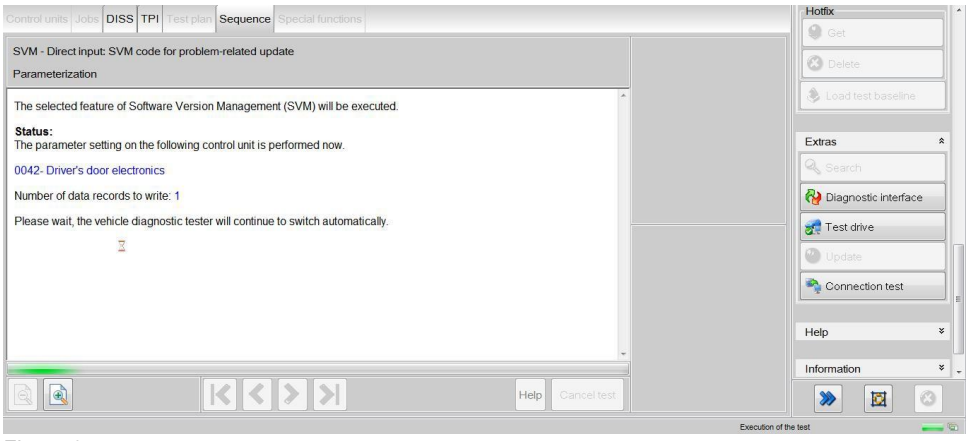

Figure 3

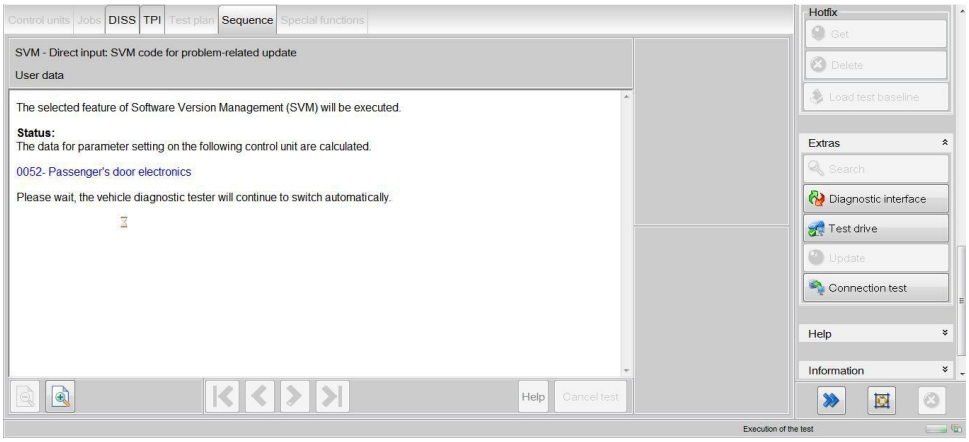

Figure 4

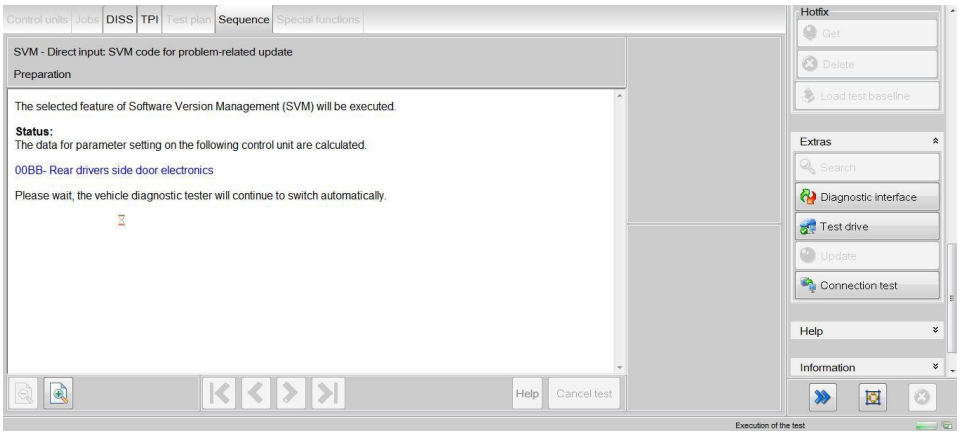

Figure 5

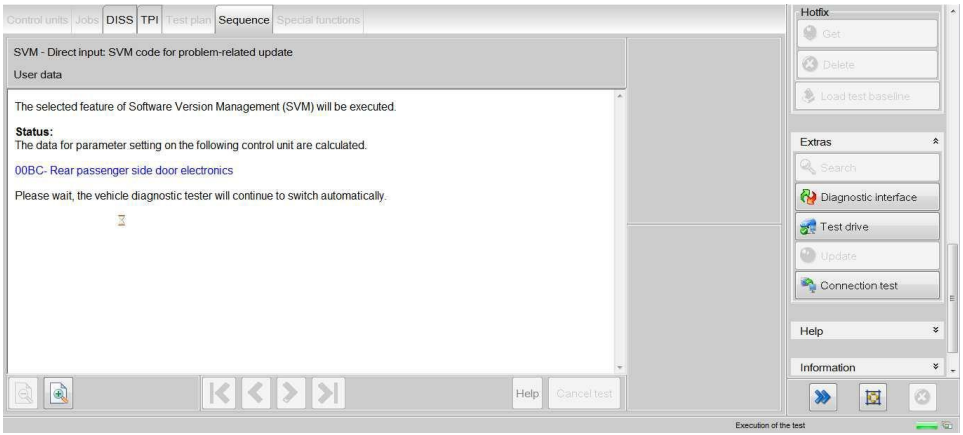

Figure 6

4) Once the update is complete the screen shown in Figure 7 will be evident

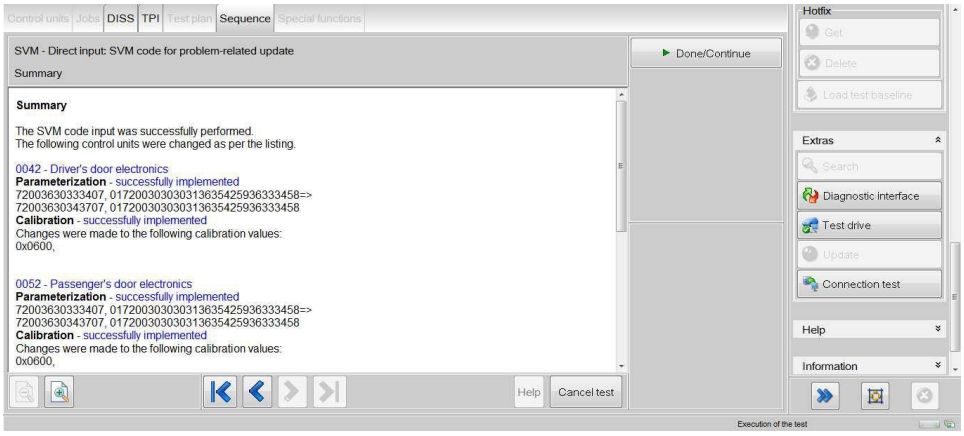

Figure 7

- Upon successful completion of the SVM code input procedure, the new record number - target data container will be as shown in Table 2

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The software version number will stay as shown in Table 1 (0189)

The Record Version - Target Data Container Version will stay as shown in Table 1

Table 2. Software - Record Number -Target Data Container - Post update

0042 – Door electronics drivers side	V03.935.344.TP
0052 – Door electronics passenger side	V03.935.344.TQ
00BB – Door electronics drivers side – rear	V03.935.344.TR
00BC – Door electronics passenger side – rear	V03.935.344.TS

Warranty accounting instructions

Warranty type	110 or 910
Damage service number	64 38
Damage code	00 40
Labour	
Labour operation code	01 51 00 00
Time	Time taken from ODIS log – Maximum (50 TU)