

Technical product information

Topic	HVAC operation issues/HVAC Motor defect DTC's logged
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2051519/8
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0008 - Climate Control Module	B10D909: Left footwell temperature door motor Component malfunction		static
0008 - Climate Control Module	B10CB09: Left center vent motor Component malfunction		static
0008 - Climate Control Module	B173E09: Left footwell flap motor Component malfunction		static
0008 - Climate Control Module	B10C909: Left side vent motor Component malfunction		static
0008 - Climate Control Module	B10B709: Airflow door motor Component malfunction		static
0008 - Climate Control Module	B174F09: Right rear air door motor Component malfunction		Intermittent
0008 - Climate Control Module	B108D09: Right temperature flap positioning motor Component malfunction		Intermittent
0008 - Climate Control Module	B10D909: Left footwell temperature door motor Component malfunction		Intermittent
0008 - Climate Control Module	B10CB09: Left center vent motor Component malfunction		Intermittent
0008 - Climate Control Module	B173E09: Left footwell flap motor Component malfunction		Intermittent
0008 - Climate Control Module	B10C909: Left side vent motor Component malfunction		Intermittent
0008 - Climate Control Module	B10B709: Airflow door motor Component malfunction		Intermittent
0008 - Climate Control Module	B10DA09: Right footwell temperature door motor Component malfunction		static
0008 - Climate Control Module	B116A09: Right rear temperature door motor Component malfunction		static
0008 - Climate Control Module	B10CC09: Right center vent motor Component malfunction		static
0008 - Climate Control Module	B109209: Recirculation flap motor Component malfunction		static
0008 - Climate Control Module	B173D09: Right footwell flap motor Component malfunction		static
0008 - Climate Control Module	B10DA09: Right footwell temperature door motor Component malfunction		Intermittent
0008 - Climate Control Module	B116A09: Right rear temperature door motor Component malfunction		Intermittent
0008 - Climate Control Module	B10CC09: Right center vent motor Component malfunction		Intermittent
0008 - Climate Control Module	B109209: Recirculation flap motor Component malfunction		Intermittent
0008 - Climate Control Module	B173D09: Right footwell flap motor Component malfunction		Intermittent
0008 - Climate Control Module	B108D09: Right temperature flap positioning motor Component malfunction		static
0008 - Climate Control Module	B174F09: Right rear air door motor Component malfunction		static

New customer code

Object of complaint	Complaint type	Position
air conditioning -> operation, air conditioning control	functionality	
air conditioning -> ventilation, air distribution	functionality	
air conditioning -> operation, air conditioning control	control units, services	
air conditioning -> ventilation, air distribution	component / consumables	

Vehicle data

New Continental GT and New Continental 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		*	*	*

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

HVAC operation issues and HVAC motor defect (DTC's) evident within address 08 – Climatronic control unit, the DTC's can be static or sporadic (Intermittent)

The Event memory entries (DTC's) shown within the Header data of this TPI are included as examples

Technical background

The HVAC motors can become defective causing HVAC operational issues

IMPORTANT: The following instructions should only be carried out on receipt of a valid customer complaint

Or

The operative is conducting EB28 or EB29 and issues are evident

VERY IMPORTANT: In the event that any of the following components require removal to replace a defective HVAC control motor - As per Repair manual instruction in Rep.Gr 87 - HVAC control motors - To remove and fit

- Dashboard assembly/Head up display unit
- HVAC unit

VERY IMPORTANT: To eliminate a repeat repair - The operative MUST replace all HVAC motors which are accessible with the afore listed components removed during the same operation/workshop visit regardless if the motors are faulty or not

TIP: The repair manual instructions vary depending on drive derivative (RHD or LHD)

However

IMPORTANT NOTE: Referring to Figure 1 (Bentayga) and Figure 2 (New Continental GT/GTC and New Flying Spur) – In the event the Hardware level is H01 and the Software level is S10 these motors do not require replacement unless exhibiting an operational issue as these motors are the latest level

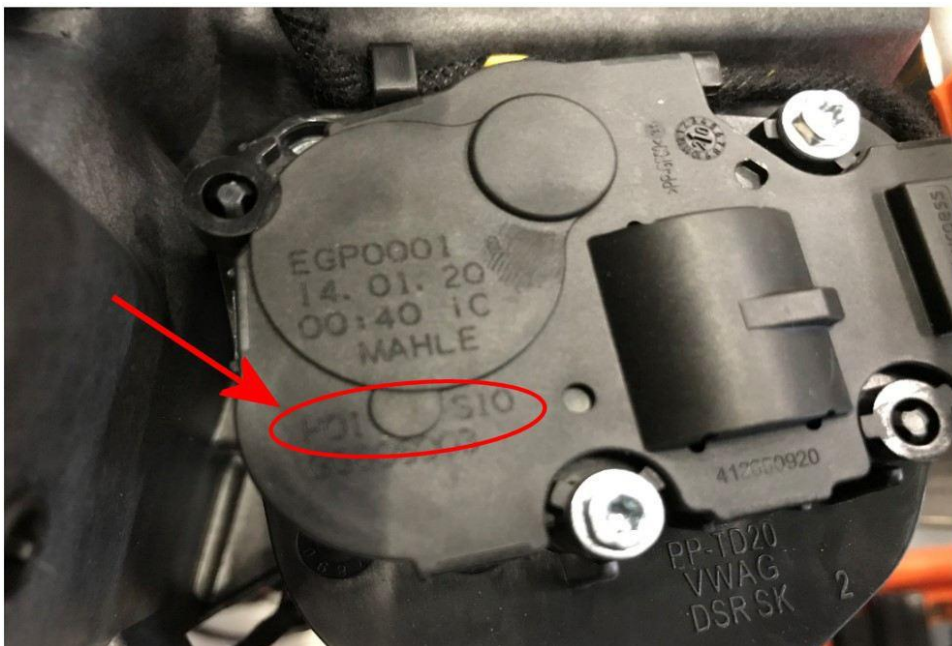


Figure 1



Figure 2

NOTE: The Operative MUST raise a DISS query to gain permission from Product support before removing any of the following components

- Dashboard assembly/Head up display unit
- HVAC unit

All other remaining motors which do not require the Dashboard assembly or HVAC unit removing DO NOT require permission to be replaced, a non technical DISS query should be raised in this case only, a current Diagnostic log MUST also be attached showing the defective motor and DTC

Production change

Not applicable

Measure

Where VIN applicable you MUST first conduct Service Campaign EB28 (Bentayga) or EB29 (New Continental GT/GTC) NOTE: Should no issues or DTC's be evident after conducting the applicable Service Campaign no further action is required IMPORTANT: Should issues or DTC's be evident immediately after EB28 or EB29 is conducted

Or

If the vehicle previously had EB28 or EB29 conducted or the Service Campaigns are not applicable Or An issue with the HVAC system and/or DTC's are evident, follow the remaining instructions

Operative conducting EB28 or EB29

- Carry out the software update within EB28 or EB29

To eliminate a repeat repair - The operative MUST replace all HVAC motors which are accessible with the afore listed components removed during the same operation/workshop visit regardless if the motors are faulty or not

However

IMPORTANT NOTE: Referring to Figure 1 (Bentayga) and Figure 2 (New Continental GT/GTC and New Flying Spur) – In the event the Hardware level is H01 and the Software level is S10 these motors do not require replacement unless exhibiting an operational issue

- Replace all motors as per the Repair manual and the Technical background section of this TPI

Operative NOT conducting EB28 or EB29

To eliminate a repeat repair - The operative MUST replace all HVAC motors which are accessible with the afore listed components removed during the same operation/workshop visit regardless if the motors are faulty or not

However

IMPORTANT NOTE: Referring to Figure 1 (Bentayga) and Figure 2 (New Continental GT/GTC and New Flying Spur) – In the event the Hardware level is H01 and the Software level is S10 these motors do not require replacement unless exhibiting an operational issue

- Replace all motors as per the Repair manual and the Technical background section of this TPI

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 87 20

Damage code 00 40

HVAC Motors – New Continental GT/GTC and New Flying Spur

87201954 Positioning motor removed+reinstalled 10TU

- V107

87201960 Positioning motor removed+reinstalled 10TU

- V113

87201972 Positioning motor removed+reinstalled 10TU

- V411

87201973 Positioning motor removed+reinstalled 10TU

- V412

87201974 Positioning motor removed+reinstalled 10TU

- V299

87201975 Positioning motor removed+reinstalled 10TU

- V300

87201976 Positioning motor removed+reinstalled 10TU

- V71

87201977 Positioning motor removed+reinstalled 10TU

- V237

87201978 Positioning motor removed+reinstalled 10TU

- V238

87201979 Positioning motor removed+reinstalled 10TU

- V581

HVAC Motors – Bentayga

87201954 Positioning motor removed+reinstalled 60TU

- V107

87201910 Positioning motor removed+reinstalled 20TU

- V113

87201972 Positioning motor removed+reinstalled 20TU

- V411

87201973 Positioning motor removed+reinstalled 20TU

- V412

87201974 Positioning motor removed+reinstalled 20TU

- V299

87201975 Positioning motor removed+reinstalled 30TU

- V300

87201976 Positioning motor removed+reinstalled 10TU

- V71

87201977	Positioning motor removed+reinstalled	10 TU
	• V237	
87201978	Positioning motor removed+reinstalled	10 TU
	• V238	
87201979	Positioning motor removed+reinstalled	10 TU
	• V581	

NOTE: For all following codes please use 99 index until 08/04/21

Bentayga

70181900	Dash panel removed+reinstalled	550 TU
70181905	Dash panel removed+reinstalled	610 TU (with Head-Up Display)
85151900	HVAC unit removed+reinstalled	1620 TU
85151901	HVAC unit removed+reinstalled	1680 TU (with Head-Up Display)

New Continental GT

70181900	Dash panel removed+reinstalled	500 TU
70181901	Dash panel removed+reinstalled	560 TU (with Head-Up Display)
85151900	HVAC unit removed+reinstalled	1220 TU
851901	HVAC unit removed+reinstalled	1290 TU (with Head-Up Display)

New Continental GTC

70181900	Dash panel removed+reinstalled	490 TU
70181901	Dash panel removed+reinstalled	550 TU (with Head-Up Display)
85151900	HVAC unit removed+reinstalled	1270 TU
85151901	HVAC unit removed+reinstalled	1330 TU (with Head-Up Display)

New Flying Spur

70181900	Dash panel removed+reinstalled	500 TU
70181901	Dash panel removed+reinstalled	530 TU (with Head-Up Display)
85151900	HVAC unit removed+reinstalled	1100 TU
85151901	HVAC unit removed+reinstalled	1170 TU (with Head-Up Display)

Parts information

Refer to ETKA parts catalogue