

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.	2062035/5
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 and 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		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	*	000001	088065		

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

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 customer complaint of windows failing to close correctly with a loss of Basic Settings DTC is evident
- The glass set is confirmed within specification as per "Side glass – to check" procedure on Elsa Pro. A completed measurement table must be saved as this will be requested as evidence if a DISS query is raised
- Window seals are checked and confirmed as no damage, splits or tears evident
- Battery health condition must be confirmed as within specification, as per the applicable Elsa Pro Rep.Gr guidelines. Save an image of the battery printout should a DISS query needs to be raised

Only proceed with the "Measure" section of this TPI once the above checks have been confirmed as within specification

Please note, Warranty claims will not be approved unless the information within this section are provided

Production change

All VIN's post SCBCZ13S8MC088065 are to specification

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)

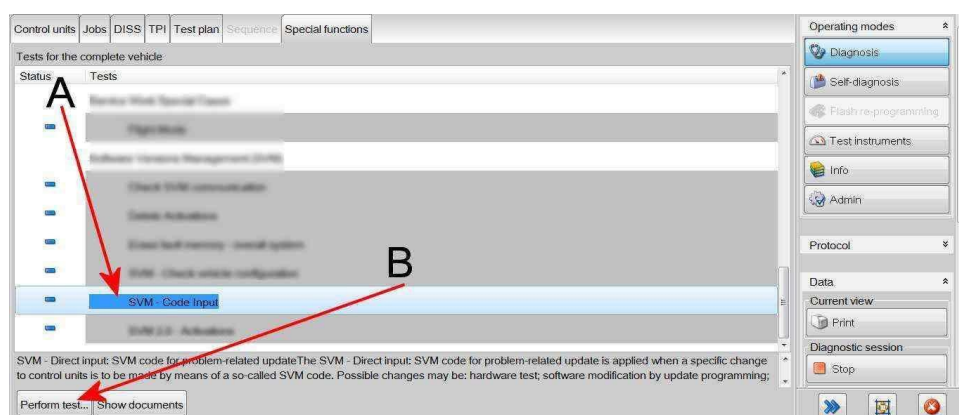


Figure 1

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

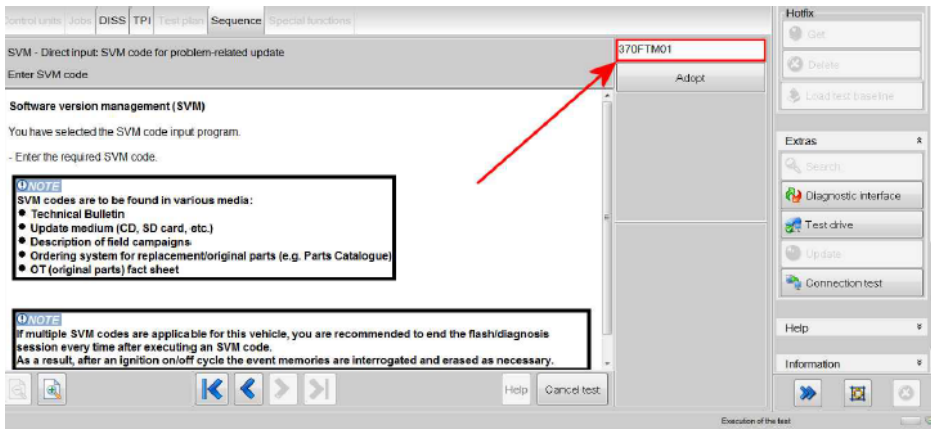


Figure 2

- 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

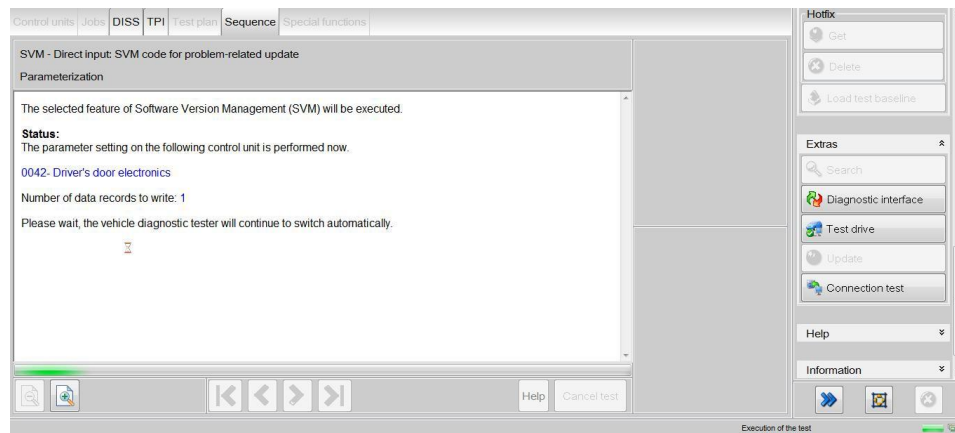


Figure 3

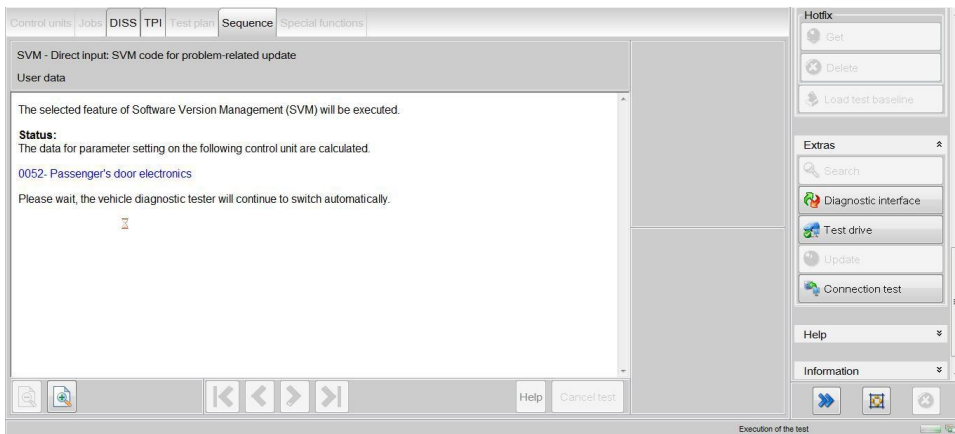


Figure 4

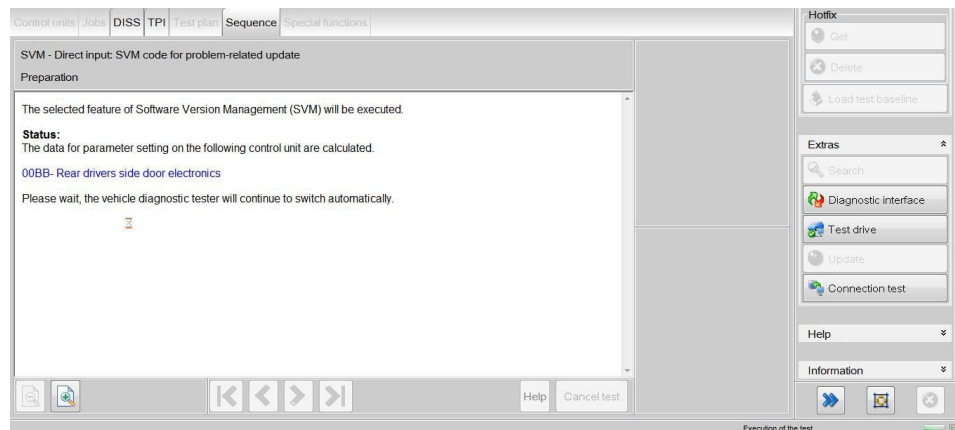


Figure 5

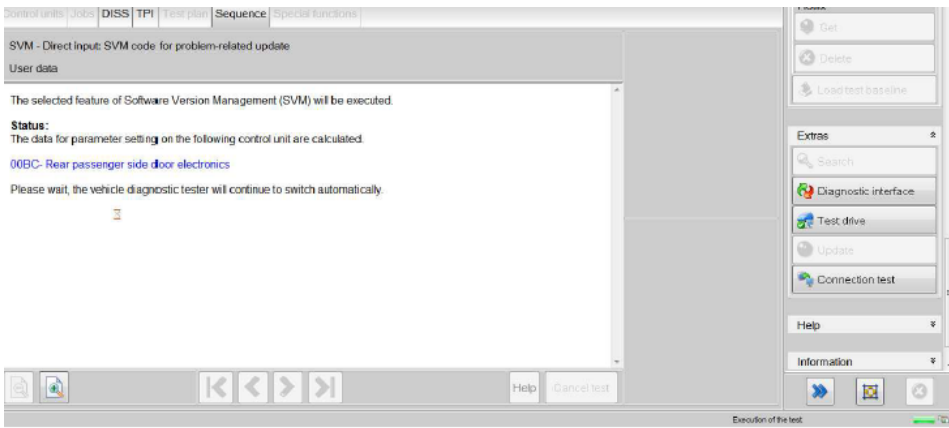


Figure 6

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

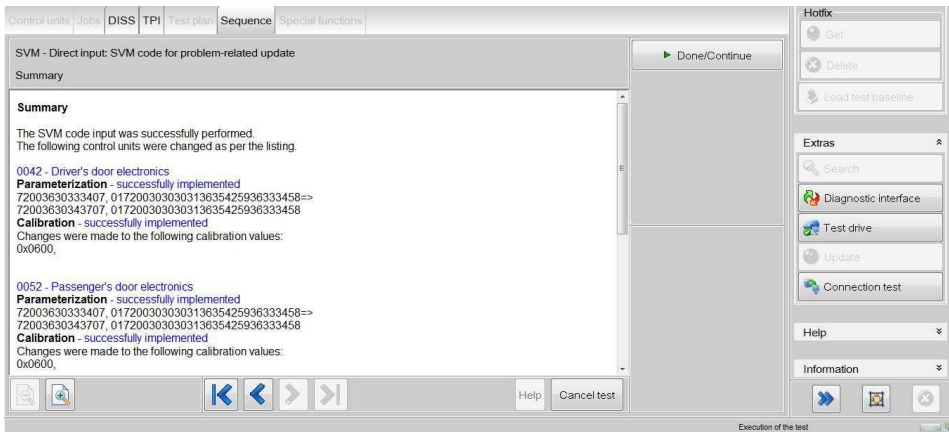


Figure 7

- Upon successful completion of the SVM code input procedure, the new record number - target data container will be as shown in Table 1

The software version number will stay as (0189)

Table 1. 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

Please note, Warranty claims will not be approved unless the required information within the Technical background section is provided

Software update

Warranty type 110 or 910

Damage service number 64 38

Damage code 00 40

Labour

Labour operation code 01 51 00 00

Time Taken from ODIS log – Maximum (50 TU)

Time to conduct checks (as per Technical background instructions)

Labour operation code 64 38 02 00 (use 99 index until 10/6/21)

Time 30 TU