Field campaign

Topic	Bentayga Hybrid - PDC Multi switch not illuminated (SC21/16)
Market area	China 796 VW Import Comp. Ltd (Vico), Beijing (6796),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2063099/1
Campaign number	EB97
Note	
Type	
US code	

Vehicle data

Bentayga Hybrid

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14F9	2021	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	C	035191	036280		

Documents

Document name
master.xml
sc2116vinlist.pdf

Notes

▪ Repair instructions

Technical background

The PDC Multi-Switch (white backlight) illumination is not available (Figure 1)

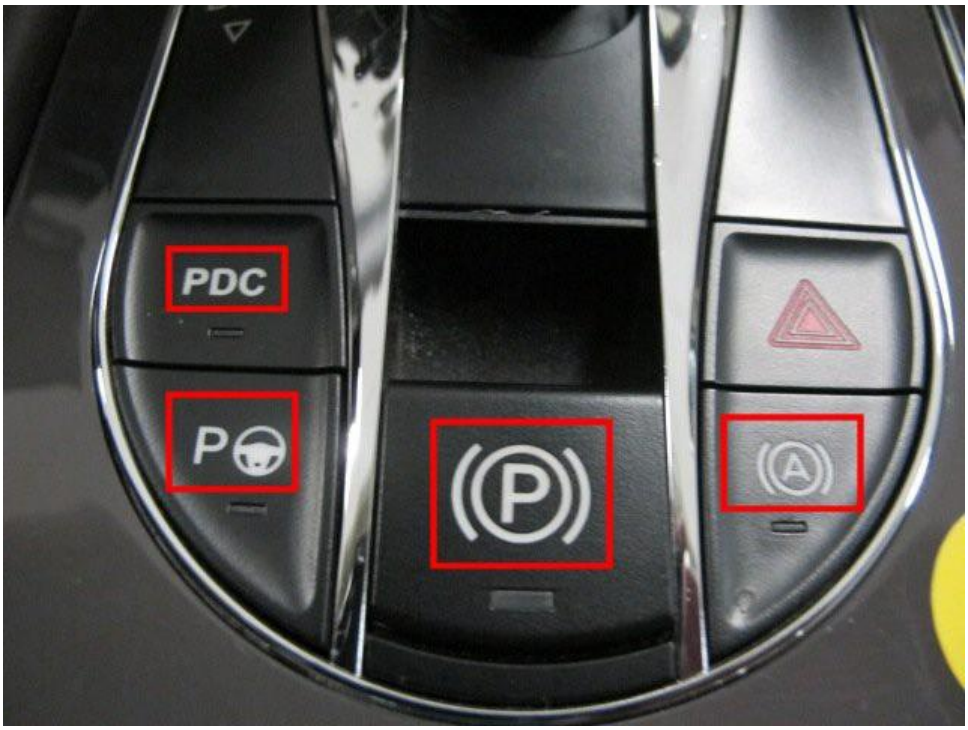

Figure 1

However

When the Switches are depressed to be 'Active' the illumination works as per specification.

NOTE: The Hazard Switch backlight illumination is NOT affected

The function illuminates the switches in their 'Passive' state so the switch can be seen in dark light

IMPORTANT NOTE: Figure 2 shows the white backlight operating to correct specification

Figure 2

▪

This Service Campaign only affects left hand drive vehicles with 5 seats

Remedy

Due to a supplier error at the time of harness manufacture, the fitment of link harness 36A 971 097 is required on a small number of vehicles

The link harness is required to be fitted from connector U1.1 (3 way) to connector EX54.1 (16 way)

Customer notification

Please ensure that all affected vehicles are checked and repaired at the nearest opportunity, make a note of the required work on the workshop

order before it is signed by the customer.

If it is omitted to perform the work required during a workshop visit, the customer should be notified immediately.

You should also pass on this information to your new and used car sales departments so that vehicles affected are checked and if necessary repaired immediately.

Warranty accounting instructions

Warranty Type 710 or 790

Damage Service Number EB97

Damage Code 00 66

Labour

Labour Operation Code 97 11 23 00 (Use 99 index until 10/06/21)

Time 50 TU

Criterion ID 01

Genuine parts

Description	Part number	Quantity
Link harness	36A 971 097	1
Micro cable ties	*Source locally if not supplied with the link harness*	*5*

Parts supply

The required replacement part should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

Parts despatch control

Not applicable

Repair instructions

. Notes

Technical background

The PDC Multi-Switch (white backlight) illumination is not available (Figure 1)

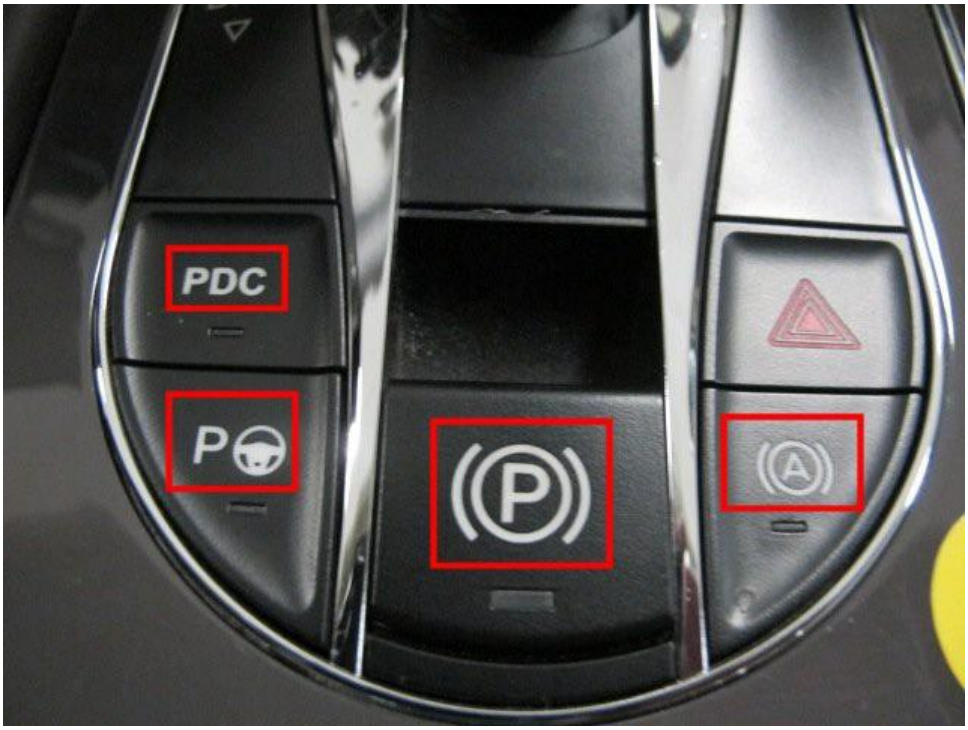

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Figure 2

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Check

If the vehicle is not already listed as repaired in the 'Repair history' section of Elsa Pro, check for the presence of the Identification mark as shown in the Identification section. In the event the campaign has not been applied, please carry out the required work in accordance with these instructions.

Control

All VIN applicable vehicles (as per Elsa Pro) should have the required work conducted

Genuine parts

Description	Part number	Quantity
Link harness	36A 971 097	1
Micro cable ties	*Source locally if not supplied with the link harness*	*5*

Tools

VAS 1978/17 - Secondary locking tool

VAS 1978/18 or WT10079/10 De-pinning tool

Work

VERY IMPORTANT: This vehicle uses a High voltage system and MUST only be worked on by suitably qualified personnel.

VERY IMPORTANT: Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a High voltage system

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For photographic purposes only, some of the images show the harness not fitted within the vehicle

1) Referring to Rep.Gr 27 - Disconnect the 12 volt battery

2) Referring to Rep.Gr 68 - Remove the front centre console facia panels (Including the centre armrest)

3) Referring to Figure 3 - Roll back the foam bag on the new link harness and disconnect as shown

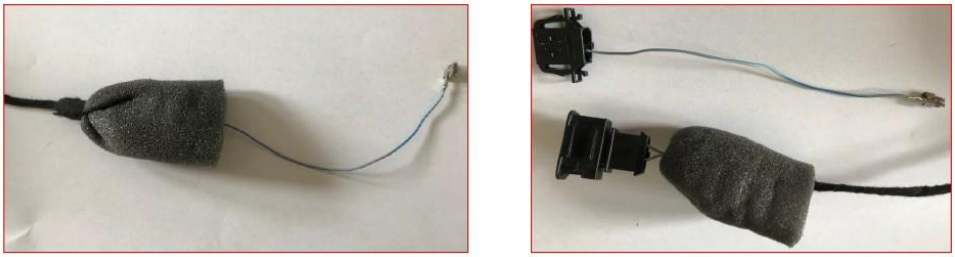


Figure 3

4) Disconnect the 3 way connector U1.1 from the cigar lighter

5) Locate cable (grey/blue) and remove from cavity 3 as follows:

- Referring to Figure 4 - Use VAS 1978/17 to unlock the secondary locking mechanism

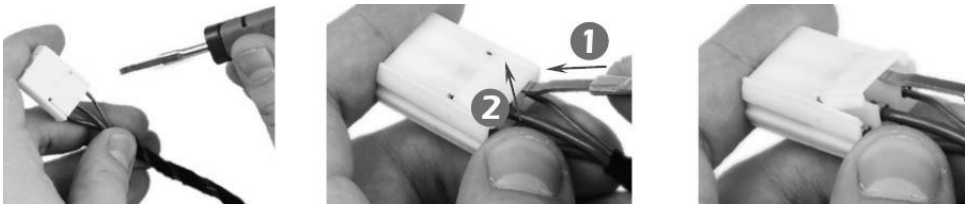


Figure 4

- Referring to Figure 5 - Use 1978/18 or WT10079/10 to remove cable (grey/blue) from cavity 3

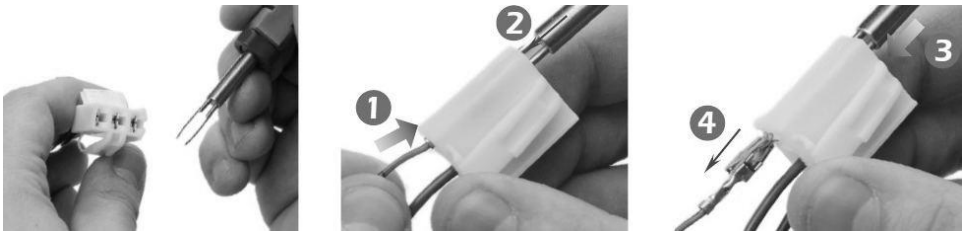


Figure 5

6) The next part of the instructions detail the fitment of the link harness

- Referring to Figures 6 and 7 - Insert the link harness cable (grey/blue) into cavity 3 of U1.1

Figure 6

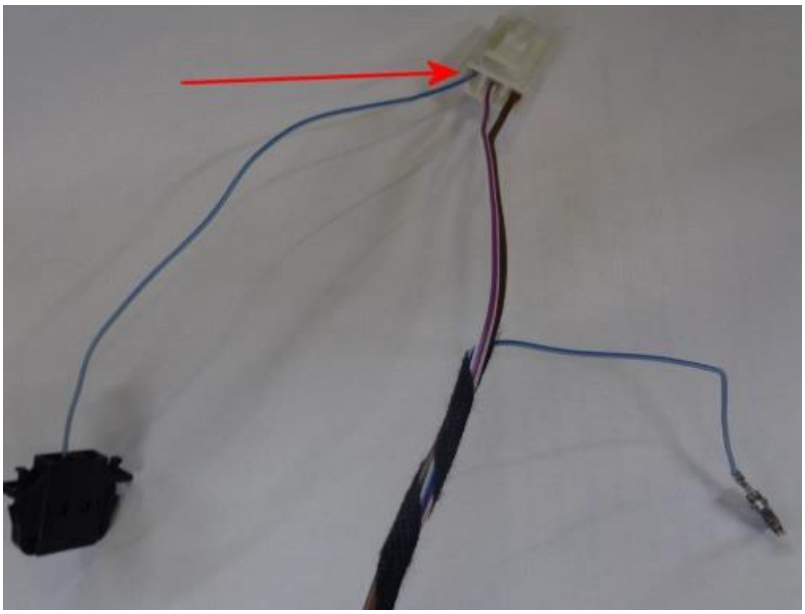


Figure 7

- Using VAS 1978/17 – Open the connector housing on the black 2 way interconnect (Figure 8)

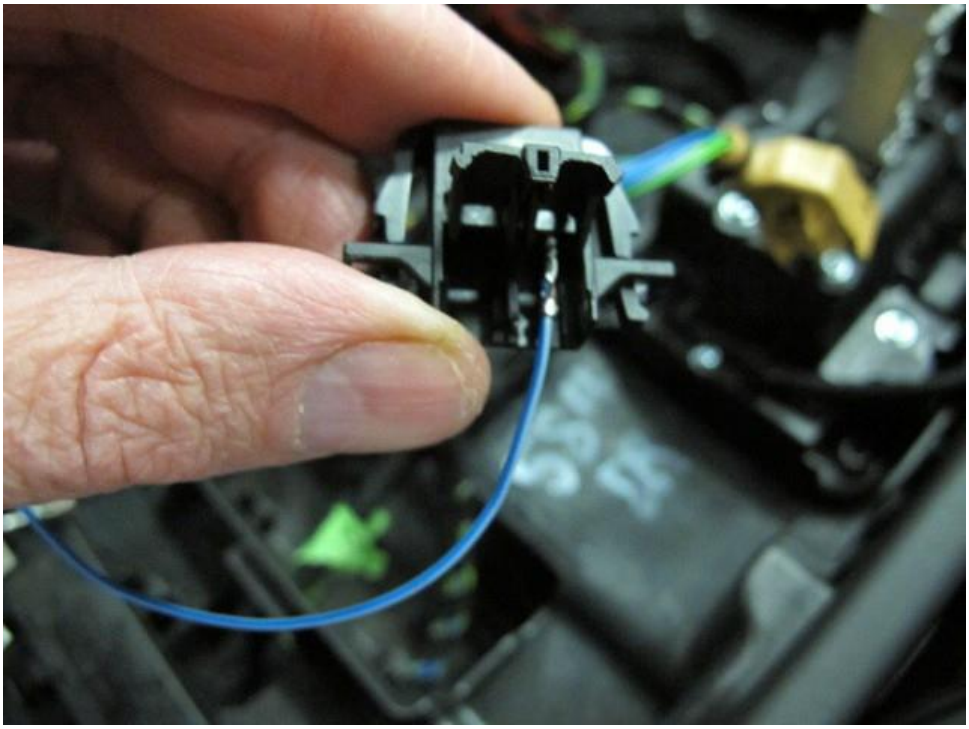


Figure 8

- With care remove the harness tape from the harness branch
- Insert cable (grey/blue) into cavity 1 of the black connector (2 way)
- Reconnect the two (male and female) black plugs (Figure 9)

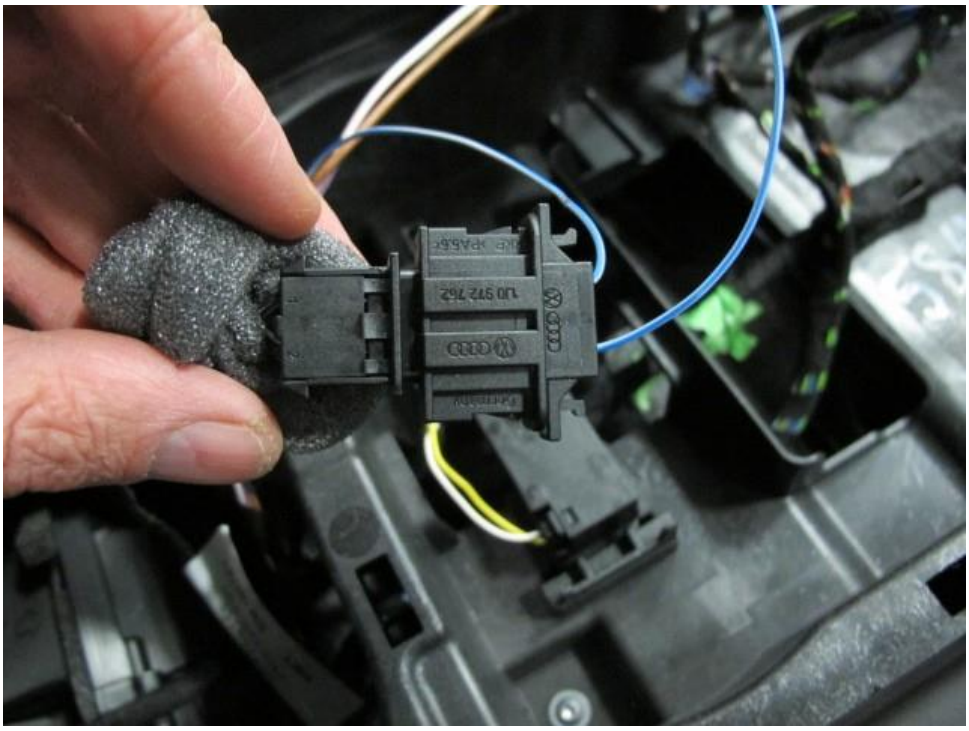


Figure 9

- Refit the foam bag and fit cable ties (*TIP: Cut off the excess cable tie tails*) or apply harness tape in the location shown (Figure 10)

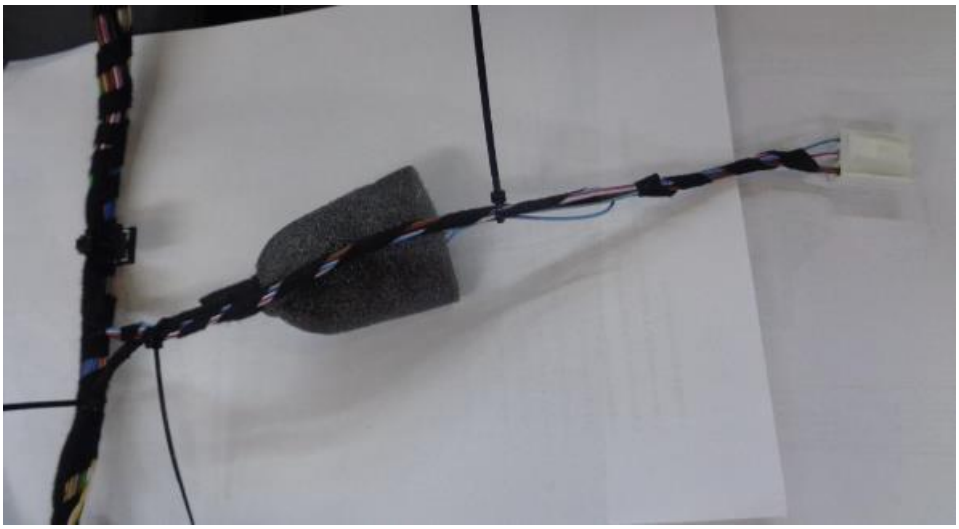


Figure 10

- Referring to Figure 11 - Route the link harness <u>underneath</u> the front centre console substrate

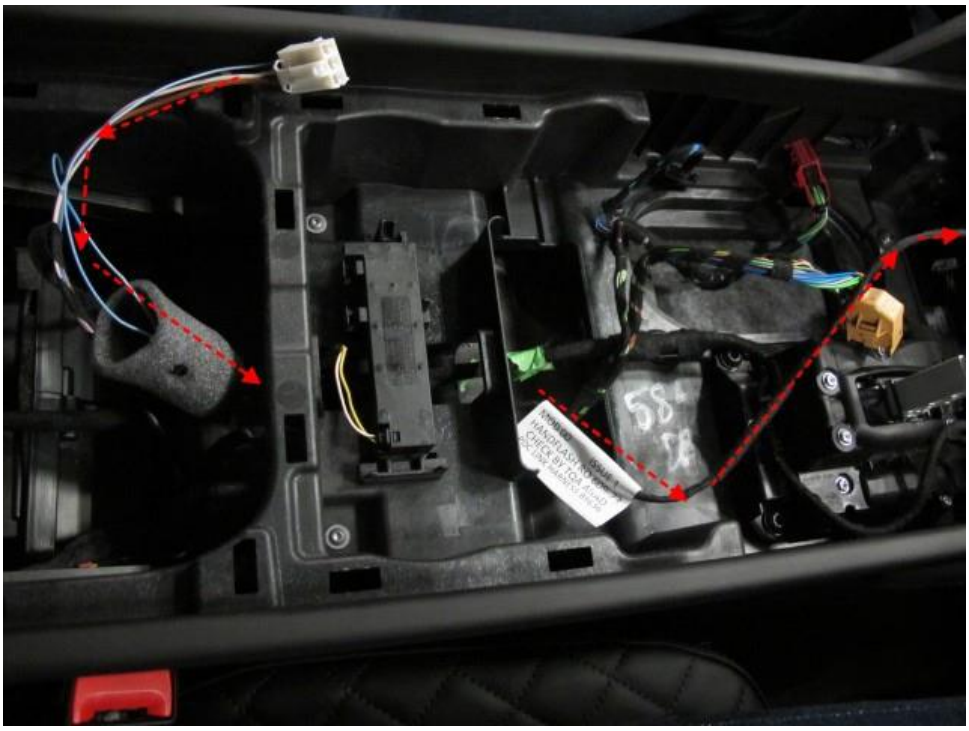


Figure 11

- Locate connector EX54.1 (16 way) - Remove the cable tie (Figure 12)

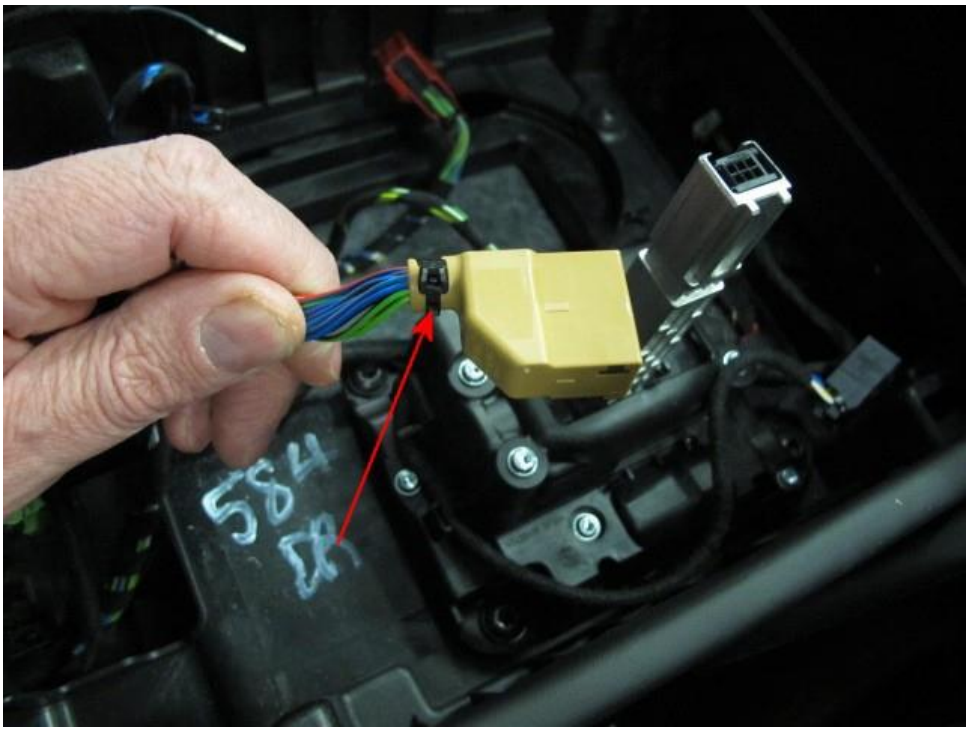


Figure 12

- Using VAS 1978/17 – Remove the connector casing (Figure 13)

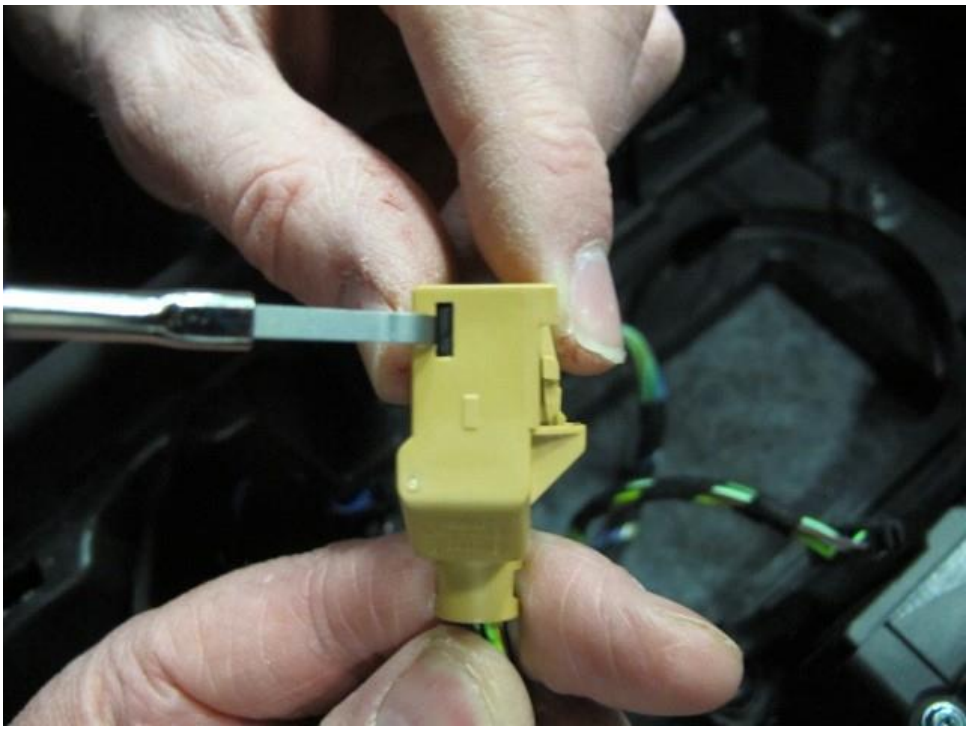


Figure 13

- Locate cavity 5 and with care insert the link harness cable (grey/black) as shown in Figure 14

TIP: Check the cable is securely located within the cavity

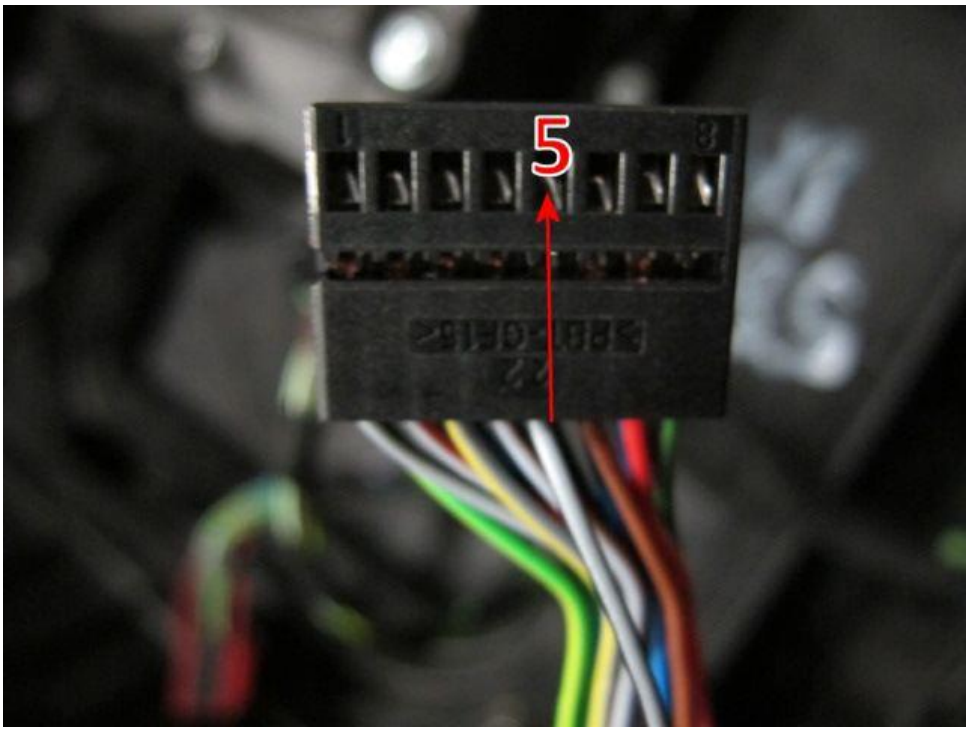


Figure 14

- Refit the connector housing and fit a new micro cable tie (Refer back to Figure 12)
- Secure the link harness using micro cable ties TIP: Referring to Figure 15 - Ensure the link harness is positioned as shown, also ensure the cable ties are fitted at the locations shown (*TIP: Cut off the excess cable tie tails*)

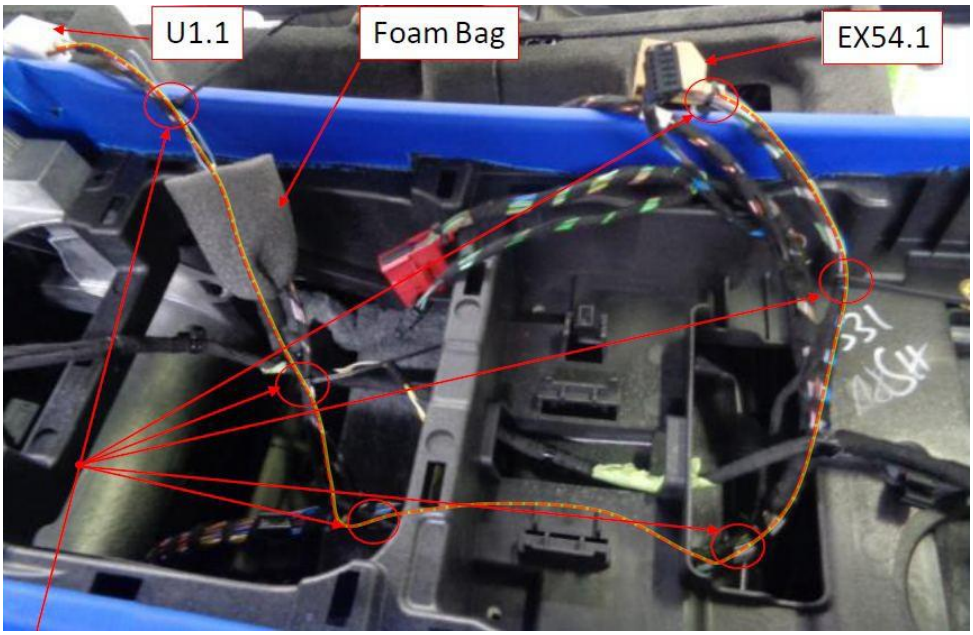


Figure 15

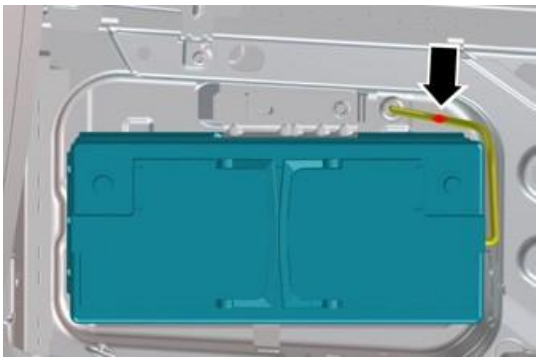
7) Refit all previously removed components

- Reconnect the 12 volt battery (Rep.Gr 27)

8) Check and confirm the 'Active' the Illumination works as per specification (Refer back to Figure 2)

Identification

Red paint completion mark on the 12 volt battery vent hose



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