

# Technical product information

<b>Topic</b>	HVAC operation issues/HVAC Motor defect DTC's logged
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2051519/9
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	25-Aug-2021

## 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	control units, services	
air conditioning -> ventilation, air distribution	component / consumables	
air conditioning -> operation, air conditioning control	functionality	
air conditioning -> ventilation, air distribution	functionality	

# Vehicle data

## New Continental GT/C and New Flying Spur

### 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		*	*	*
3S3*	2022	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

3S4*	2022	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	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		*	*	*
4V1*	2022	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>

## 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

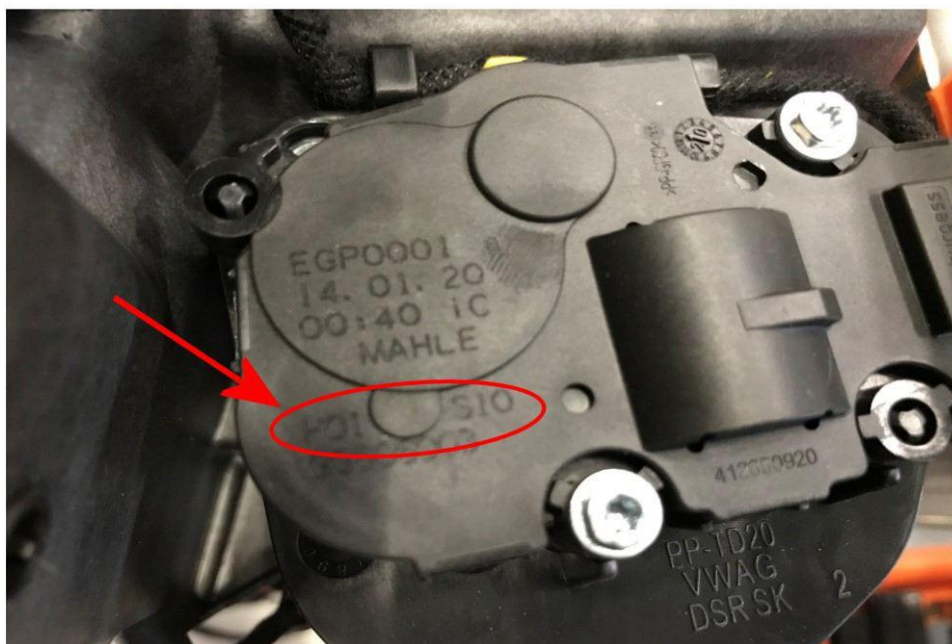


Figure 1



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

Warrantytype 110 or910

Damage service number 87 20

Damage code 00 40

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

87 20 1954 Positioning motor removed+reinstalled 10 TU

- V107

87 20 1960 Positioning motor removed+reinstalled 10 TU

- V113

87 20 1972 Positioning motor removed+reinstalled 10 TU

- V411

87 20 1973 Positioning motor removed+reinstalled 10 TU

- V412

87 20 1974 Positioning motor removed+reinstalled 10 TU

- V299

87 20 1975 Positioning motor removed+reinstalled 10 TU

- V300

87 20 1976 Positioning motor removed+reinstalled 10 TU

- V71

87 20 1977 Positioning motor removed+reinstalled 10 TU

- V237

87 20 1978 Positioning motor removed+reinstalled 10 TU

- V238

87 20 1979 Positioning motor removed+reinstalled 10 TU

- V581

#### HVAC Motors – Bentayga

87 20 1954 Positioning motor removed+reinstalled 60 TU

- V107

87 20 1910 Positioning motor removed+reinstalled 20 TU

- V113

87 20 1972 Positioning motor removed+reinstalled 20 TU

- V411

87 20 1973 Positioning motor removed+reinstalled 20 TU

- V412

87 20 1974 Positioning motor removed+reinstalled 20 TU

- V299

87 20 1975 Positioning motor removed+reinstalled 30 TU

- V300

87 20 1976 Positioning motor removed+reinstalled 10 TU

- V71

87 20 1977 Positioning motor removed+reinstalled	10 TU
• V237	
87 20 1978 Positioning motor removed+reinstalled	10 TU
• V238	
87 20 1979 Positioning motor removed+reinstalled	10 TU
• V581	

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

#### Bentayga

70 18 1900 Dash panel removed+reinstalled	550 TU
70 18 1905 Dash panel removed+reinstalled	610 TU (with Head-Up Display)
85 15 1900 HVAC unit removed+reinstalled	1620 TU
85 15 1901 HVAC unit removed+reinstalled	1680 TU (with Head-Up Display)

#### New Continental GT

70 18 1900 Dash panel removed+reinstalled	500 TU
70 18 1901 Dash panel removed+reinstalled	560 TU (with Head-Up Display)
85 15 1900 HVAC unit removed+reinstalled	1220 TU
85 1901 HVAC unit removed+reinstalled	1290 TU (with Head-Up Display)

#### New Continental GTC

70 18 1900 Dash panel removed+reinstalled	490 TU
70 18 1901 Dash panel removed+reinstalled	550 TU (with Head-Up Display)
85 15 1900 HVAC unit removed+reinstalled	1270 TU
85 15 1901 HVAC unit removed+reinstalled	1330 TU (with Head-Up Display)

#### New Flying Spur

70 18 1900 Dash panel removed+reinstalled	500 TU
70 18 1901 Dash panel removed+reinstalled	530 TU (with Head-Up Display)
85 15 1900 HVAC unit removed+reinstalled	1100 TU
85 15 1901 HVAC unit removed+reinstalled	1170 TU (with Head-Up Display)

#### Parts information

Refer to ETKA parts catalogue