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.	2062035/6
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		*	*	*
3S3*	2022	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*

Documents

Document name
aster.xml

Customer statement / workshop findings

Customer statement

- Incorrect operation of the front and rear drop door glass functionality
- Front and/or rear drop door glass fails to open/close or attempts to close and reopens once contact has been made between the glass and applicable seal

Workshop findings

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

Technical background

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A customer complaint of windows failing to open/close correctly

Including

The loss of Basic Settings DTC must be evident before proceeding

IMPORTANT: Please ensure all requested information is added to a new or existing DISS query

IMPORTANT NOTE: Aftermarket window tinting can affect the windows opening/closing to specification, in this scenario please advise the customer that the onward repair instructions may not repair the issue and therefore cannot be applied until the Aftermarket tinting has been removed

Production change

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Measure

1) Check to confirm the software level of the following control modules, in the event the software level IS NOT as detailed in the table below the operative should conduct Section 1 - Software update to completion

However

If the software level is already at the level shown for each control module the operative should conduct the instructions within Section 2

0042 - Door electronics driver's side	V03.935.344.TP
0052 - Door electronics passenger side	V03.935.344.TQ
00BB - Door electronics driver's side - rear	V03.935.344.TR
00BC - Door electronics passenger side - rear	V03.935.344.TS

Section 1 - 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)

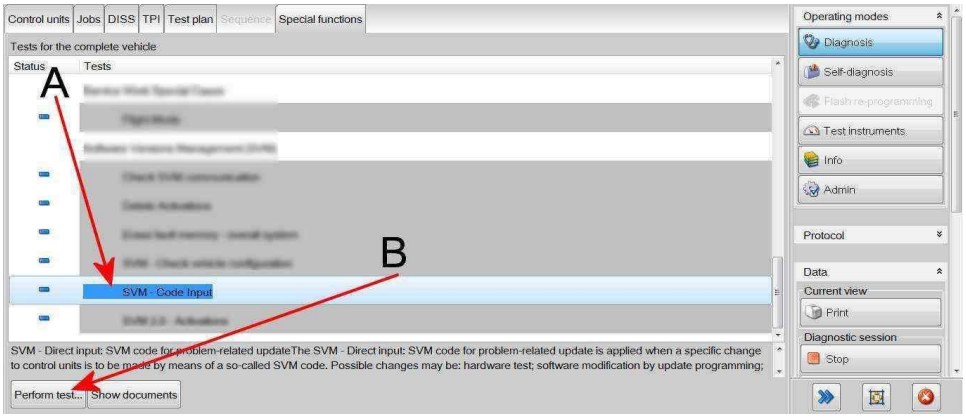

Figure 1

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

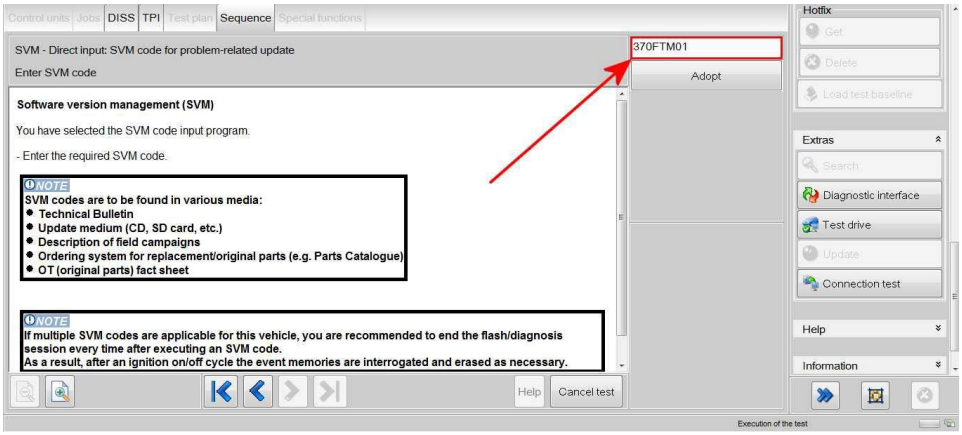

Figure 2

- 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

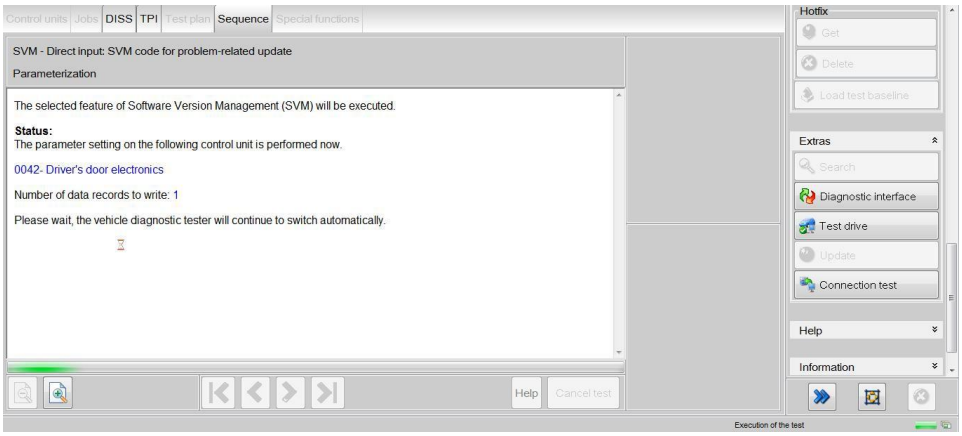

Figure 3

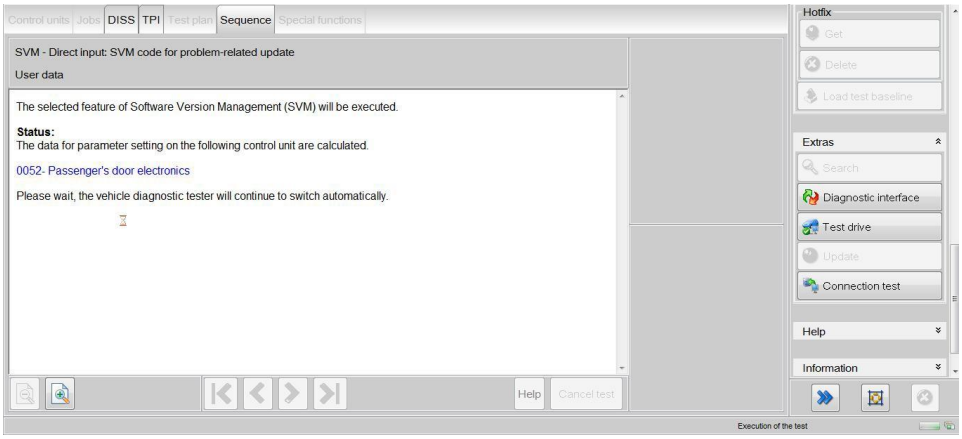

Figure 4

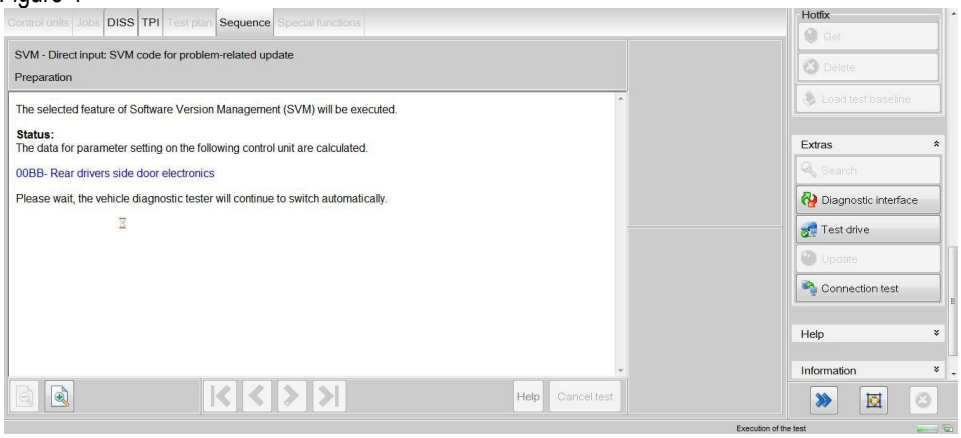

Figure 5

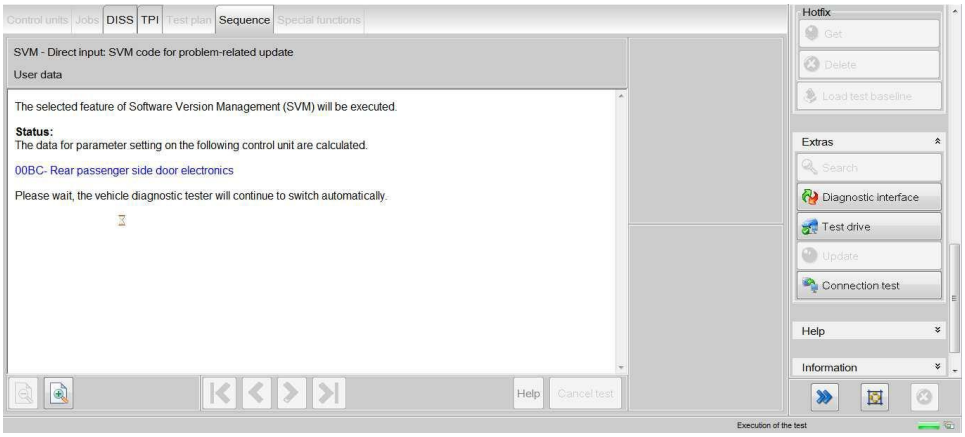

Figure 6

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

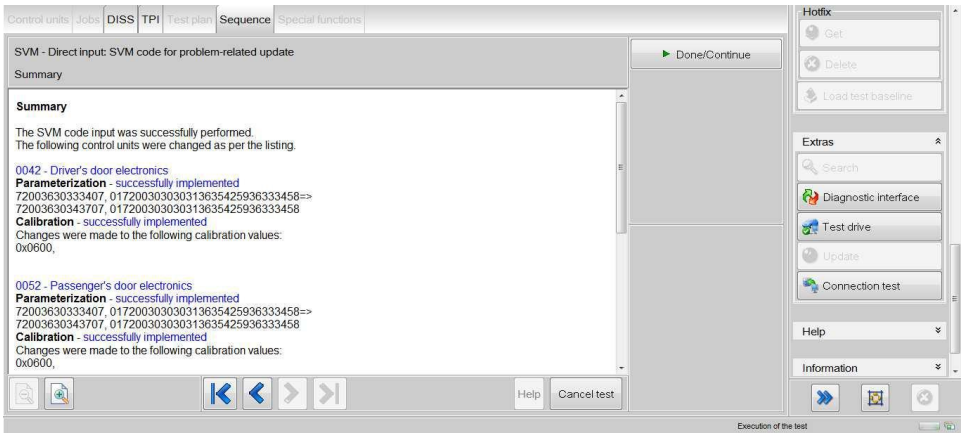

Figure 7

- Upon successful completion of the SVM code input procedure, the new record number - target data container will be as shown in Table 1
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HINT: The software version number will stay as (0189)

Table 1. Software - Record Number - Target Data Container - Post update

0042 – Door electronics driver's side	V03.935.344.TP
0052 – Door electronics passenger side	V03.935.344.TQ
00BB – Door electronics driver's side - rear	V03.935.344.TR
00BC – Door electronics passenger side - rear	V03.935.344.TS

Section 2 - Rectification/check instructions

1) Referring to Rep.Gr 27 - Carry out a 12 Volt battery test - Save an image of the battery printout as this will be required to attached to a new or existing DISS query, should any issues be evident with the 12 volt battery/system this should be rectified before proceeding any further

2) From the fully open position conduct the following:

Passenger side front and rear

- Measure the time (in seconds) it takes to close the front and rear windows from fully open to the fully closed position
- Record the time

Passenger side front = seconds

Passenger side rear = seconds

Comments

Driver side front and rear

- Measure the time (in seconds) it takes to close the front and rear windows from fully open to the fully closed position

Driver side front = seconds

Driver side rear = seconds

Comments

3) Referring to the applicable wiring diagram, conduct wiring integrity checks of the following

- All window switches - Including connection/pin check
- Check connections between the door control modules and applicable motors

Comments

4) Referring to the applicable wiring diagram/Rep.Gr Gain access to the following earth points

- Earth point 736 RHR and Earth point 738 LHR
- Check for cleanliness and security of both earth points
- Remove any dirt/paint/debris from the earth points
- Secure the earth pint fixings to (9Nm)
- Conduct a voltage drop check at both earth points - Take photographs and record the results as this will be requested to attached to a new or existing DISS query

Comments

5) Conduct a thorough check of all Window/door seals for the following:

- Damage
- Splits
- Tears
- Misalignment
- Incorrectly fitted/located

NOTE: Any issues found with the window seals must be rectified before conducting the remaining steps

6) Referring to Rep.Gr 64 - Check and confirm the glass set is within specification as per "Side glass - to check" procedure on Elsa Pro. A completed measurement table must be saved as this will be required to be attached to a new or existing DISS query

7) Should the side glass not be to specification - Adjust as advised within Rep.Gr 64

8) Referring to Rep.Gr 64 - Side glass - To initialise

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Unless the issue has been resolved Do Not at this stage refit the front door or rear quarter trim as further checks are required which require the afore mentioned parts to be removed

9) Referring to Rep.Gr 64 – Check the front and rear window regulators are fitted to specification

- Check the torque of the front and rear window regulator fixings are to specification - Refer to the applicable Rep.Gr

Comments

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IMPORTANT: In the event the issue is now resolved, the operative should open a new DISS query or respond on the previously opened DISS query ensuring all previously requested information is attached including confirmation that the issue is resolved

Or

Should the issue still be evident please gather the following information from the customer including any videos/photos of the failure mode, the operative should open a new DISS query or respond on the previously opened DISS query ensuring all previously requested information is attached including confirmation of the remaining issue(s)

Frequency of the failure

- Every operation Yes or No
- Most operations Yes or No

- Occasionally Yes or No
- Noise - Vibration Yes or No
- In Specific conditions Yes or No
- *(Weather – incline – decline – Temperature)*

Comments

Inputs where failure occurs

- Key fob Global close) Yes or No
- Internal switch (Close) Yes or No
- Internal switch (Open) Yes or No
- During open/close operation Yes or No

Comments

If a complaint of the windows not opening/closing or failing mid cycle, the retailer must request the following information from the customer:

How was the car parked?

- Level - Uphill - Downhill

Was the car parked in an underground car park?

- Yes or No

What was the temperature and weather conditions when the failure occurred?

Comments

- Has the car been parked for a time prior to the failure or was it immediately after driving?

Comments

How long was the previous window operation (before the failure)?

Comments

Has the car been driven since then?

Comments

Warranty accounting instructions

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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 initial checks

Labour operation code	64 38 02 00
Time	30 TU

Time to conduct the wiring integrity checks including the checking of earth points 736 and 738

Labour operation code	97 09 01 00
Time	Must not exceed 60 TU

Time to conduct the front glass set procedure

Labour operation code	64 40 15 00
Time	140 TU (per side)

Time to conduct the rear glass set procedure

Labour operation code	64 75 15 00
Time	130 TU (per side)