

Technical product information

| | |
|------------------------|--|
| Topic | New Continental GT and GTC - 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. | 2067436/1 |
| Level | EH |
| Status | Approval |
| Release date | |

Event memory entries

| Diagnostic address | Event memory entry | Fault type | Fault status |
|---|--|------------|--------------|
| 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 |
| 0042 - Driver's 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 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 | rear 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 |
|---------------|
| master.xml |

Customer statement / workshop findings

- Incorrect operation/function of the front and/or rear drop door glass
- 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
- DTC 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

IMPORTANT: Please ensure all requested/onward 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

Please also request the following information from the customer (where possible)

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

[Production change](#)

-

[Measure](#)

VERY IMPORANT: The operative must ensure the attached rework instructions are read and understood prior to starting the rework

[Section 1 - Door control module identification/replace instructions](#)

1) Check to confirm the part number of the door control modules. In the event all control modules are "J" level suffix and the software level is 0430 go to section 2

However

If the control modules are not all at "J" level suffix all door control modules must be replaced (Figure 1) Refer to the applicable Rep.Gr to gain access to the control modules (, the control module replace test (using ODIS) must also be carried out to completion before conducting Section 2

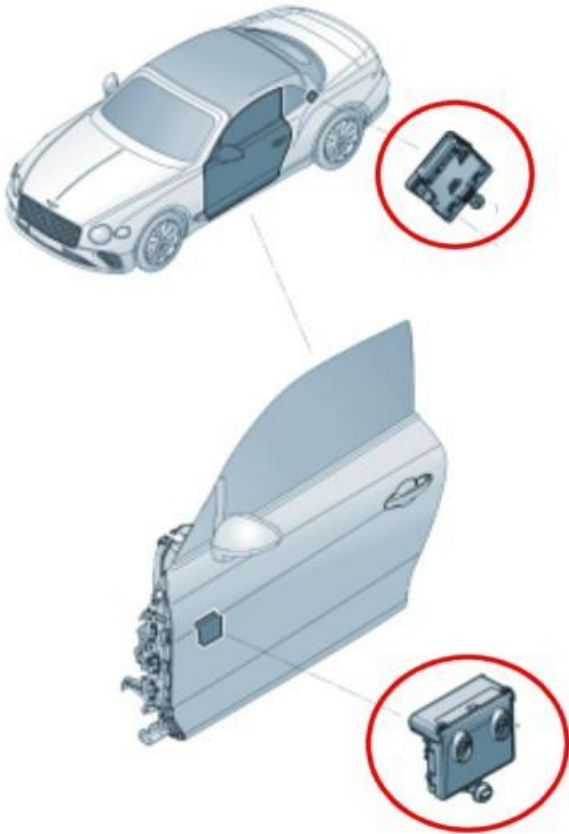


Figure 1

Section 2 - Rectification/check instructions

VERY IMPORTANT: Before conducting the onward instructions please ensure all door control modules are at "J" level suffix and the applicable control module replace tests have been carried out to completion

1) Referring to Rep.Gr27 - Carry out a 12 Volt battery test "WARRANTY TEST" or "ORIG. VW-BATT. TEST"

- Save an image of the battery printout as this will be required to be 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 TIP: ensure the 12 volt battery is on charge (Rep.Gr 27)

VERY IMPORTANT: Do not proceed unless the battery is confirmed to be within specification (battery test) and the 12 volt battery is on charge (Rep.Gr 27)

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
- Check power and ground connections at the applicable control module including a voltage drop check at both earth points 736 RHR and 738 LHR - Take photographs and record the results as this will be requested to attached to a new or existing DISS query

Comments

4) Check for cleanliness and security of both earth points

- Earth point 736 RHR and Earth point 738 LHR
- Check for cleanliness and security of both earth points Figure 2 shows an example of a contaminated earth point (dirt/paint/debris)



Figure 2

- Remove any dirt/paint/debris from the earth points using suitable abrasives/wire brush ensuring no damage is caused to the earth stud threads as shown in Figure 3



Figure 3

- Secure the earth point fixings to (9Nm)

Comments

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

- Damage
- Splits
- Tears
- Misalignment
- Incorrectly fitted/located
- Drop glass seal deformation (see Figures 4 and 5 as examples)



Figure 4



Figure 5

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

6) 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

TIP: When conducting the onward instructions the operative should refer to BY634/5 Side Glass Measurement, this is a guide regarding how to measure the side glass correctly

Please see the information within Figure 6 to locate the Videos within e academy:

- Log on to GRP: <https://grp.volkswagenag.com/>

Showing: 1 - 2 of 2

Continental GT - Glass Setting Procedure

Learning Type: Online

In catalogue(s): Technical Repair Information

This video will guide you through the process of setting the glass on the Continental GT (2017+). This video in in relation to the TPI issued by Aftersales.

Enrol and launch

Continental GT Convertible - Glass Setting Procedure

Learning Type: Online

In catalogue(s): Technical Repair Information

This video will guide you through the process of setting the glass on the Continental GT Convertible (2017+). This video in in relation to the TPI issued by Aftersales.

Showing: 1 - 2 of 2



Continental GT - Glass Setting Procedure

(Rev. 1)
by Bentley

This video will guide you through the process of setting the glass on the Continental GT (2017+). This video in in relation to the TPI issued by Aftersales.

Learning Type: Online

Subject: Aftersales

Available Languages: • English - (en)

Duration: 10 Mins

Prerequisites:

Objectives:

More Information:

Support Contact: retailer.academy@bentley.co.uk

Session(s): Continental GT - Glass Setting Procedure

Seats: Unlimited

Enrol



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Enrol

Figure 6

7) 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

8) Should the side glass not be to specification - Adjust as per the instructions within Rep.Gr 64

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

▪
IMPORTANT: In the event the issue is now resolved, the operative should open a new DISS query or respond via 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 the operative should open a new DISS query or respond on the previously opened DISS query ensuring the remaining issue is clearly included (Videos/photographs)

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

Warranty accounting instructions

Warrantytype 110 or 910

Damage service number 64 38

Damage code 0012

Time to replace (x1) front door control module (If not all at "J" level)

Labour

Labouroperationcode 64 38 1900

Time 30 TU (per side)

Time to replace (x1) rear door control module (If not all at "J" level)

Labour

Labouroperationcode 64 38 1901

Time 110 TU (per side)

Time to conduct initial checks

Labouroperationcode 64 38 0200

Time 30 TU

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

Labouroperationcode 97 09 0100

Time Must not exceed 60 TU

Time to conduct the front glass set procedure

Labouroperationcode 64 40 1500

Time 140 TU (per side)

Time to conduct the rear glass set procedure

Labouroperationcode 64 75 1500

Time 130 TU (per side)

Parts information

| | |
|---|-------------------|
| 0042 - Door electronics driver's side | 4M1 959 953J (x1) |
| 0052 - Door electronics passenger side | 4M1 959 952J (x1) |
| 00BB - Door electronics driver's side - rear | 4M1 959 955J (x1) |
| 00BC - Door electronics passenger side - rear | 4M1 959 955J (x1) |