

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. | 2067436/3 |
| 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/update instructions

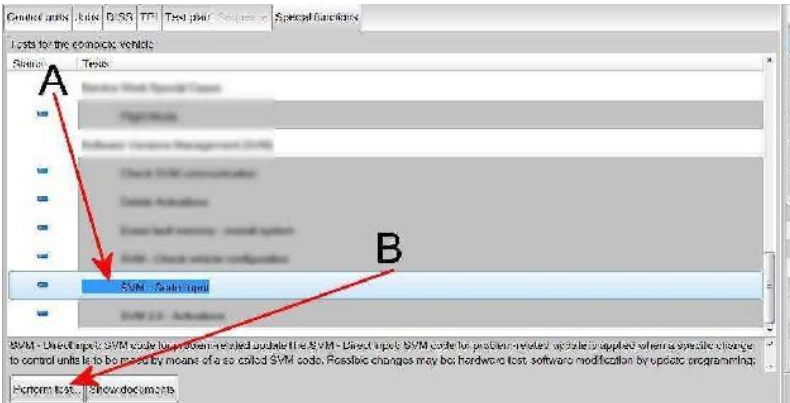
Check and if necessary update the door control modules. Should they NOT be at the latest levels as per the below reference table then please follow the onward update instructions:

| Door control module | Part number | Software version | Target data container |
|---------------------|---------------|------------------|-----------------------|
| 0042 – Drivers door | 4M1.959.953.D | 0189 | V03.935.344.TP |

| | | | |
|----------------------------|---------------|------|----------------|
| 0052 – Passenger door | 4M1.959.952.D | 0189 | V03.935.344.TQ |
| 00BB – Rear driver's door | 4M1.959.955.D | 0189 | V03.935.344.TR |
| 00BC – Rear passenger door | 4M1.959.955.D | 0189 | V03.935.344.TS |

Update

- 1)
 - Referring to Figure 1 - Within the Special functions tab - Select SVM - Code Input (Point A)
 - Select Perform test (Point B)



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

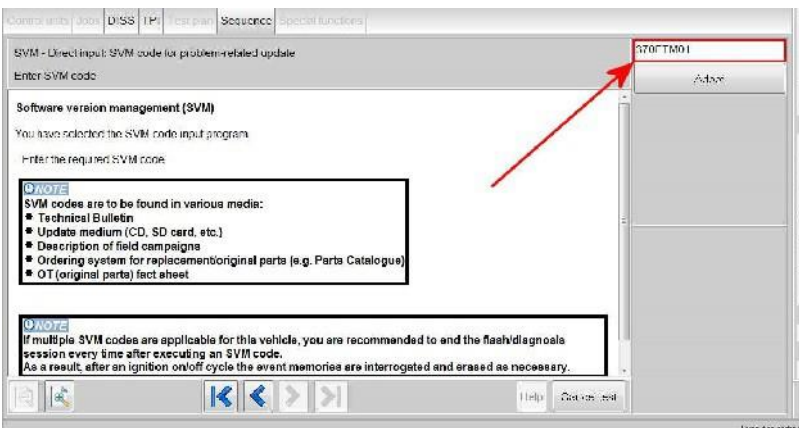


Figure 2

- 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 one by one, starting with 0042 – Door electronics Drivers side

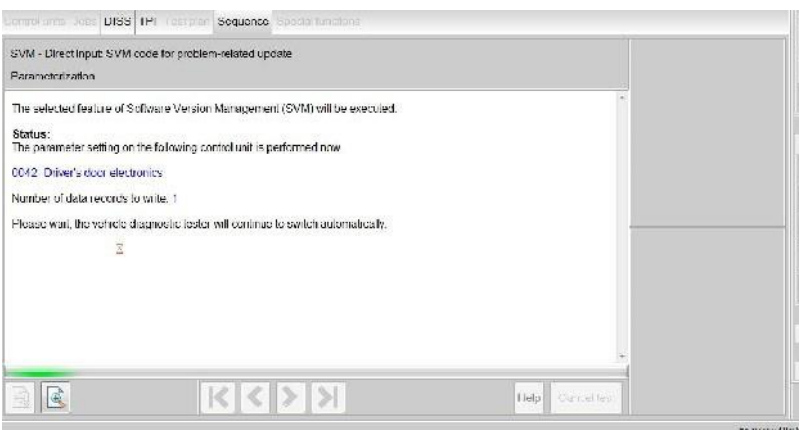


Figure 3

4) Once the update is complete the summary screen will be shown in Figure 4, this confirms completion of the required updates

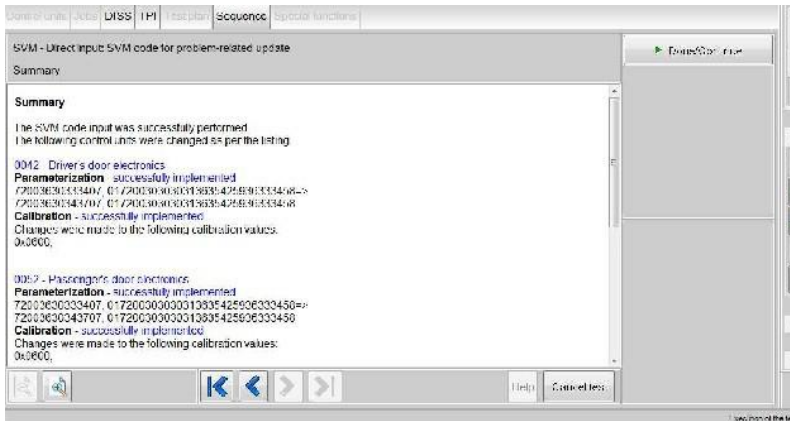


Figure 4

5) Recheck the Door control module versions against the reference table

Section 2 - Rectification/check instructions

1) Referring to Rep.Gr 27 - 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.

[Enrol and launch](#)

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](#)



Continental GT Convertible - Glass Setting Procedure

(Rev. 1)
by Bentley

This video will guide you through the process of setting the glass on the Continental GT Convertible (2017+). This video is 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 Convertible - Glass Setting Procedure

Seats: Unlimited

[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) and all of the above check have been performed and documented on the DISS query

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

NOTE for Level 1 Product Support: Should all of the above steps be confirmed as satisfactory and the customer complaint is still present, please second level the DISS to the Electrical Senior Engineer

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 64 38

Damage code 0012

Time to update door control modules

Labour

Labour operation code 01 51 00 00

Time As per ODIS log (Must not exceed 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)

[Parts information](#)

Reference ETKA where required