

Technical product information

| | |
|------------------------|--|
| Topic | Engine intermittently fails to start/Kombi pop up 'Engine start system: fault' |
| Market area | Bentley: worldwide (2WBE) |
| Brand | Bentley |
| Transaction No. | 2061362/2 |
| Level | EH |
| Status | Approval |
| Release date | |

New customer code

| Object of complaint | Complaint type | Position |
|---|--|----------|
| engine -> engine operation -> engine start | functionality -> without function / defect | |
| engine -> start/stop system -> engine start-up by start/stop system -> engine start-up when start/stop operation switch is pushed | functionality -> defective function sequence | |

Vehicle data

New Continental GT/GTC and 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 | | * | * | * |
| 3S3* | 2023 | E | | * | * | * |
| 3S4* | 2019 | E | | * | * | * |
| 3S4* | 2020 | E | | * | * | * |
| 3S4* | 2021 | E | | * | * | * |
| 3S4* | 2022 | E | | * | * | * |
| 3S4* | 2023 | E | | * | * | * |
| ZG1* | 2022 | E | | * | * | * |
| ZG1* | 2023 | E | | * | * | * |
| ZG2* | 2020 | E | | * | * | * |
| ZG2* | 2021 | E | | * | * | * |

Documents

| Document name |
|----------------------------|
| master.xml |

Customer statement / workshop findings

Customer statement

Customer unable to intermittently start the engine with the start button

Or

Engine starts but customer gets a pop up error on the Kombi



Workshop findings

In the event the Kombi pop-up appears the following DTC will also be stored within address 46 -Convenience system central control unit B143C29: Access/start authorization button, Range/Performance

Technical background

The Access/start authorization button requires a certain amount of force applying to activate the internal switches

If all 3 switches within the Access/start authorization button are not engaged multiple times in a row the above DTC will store and the customer will get a pop up on the Kombi. The engine however, will still start up

Production change

Currently under investigation.

Measure

TIP: A second technician may be required to assist with the following check

1) Place a thin layer of Electrical tape over the Access/start authorization button, this will protect it from scratches

2) With your ODIS tester, Navigate to:

0046 – Guided Functions – Read measured values – IDE08195_Access/start authorization button. Then display the below MVB's:

- HW signal Entry_and_start_authorisation_button_contact_1 [MAS06483]
- HW signal Entry_and_start_authorisation_button_contact_2 [MAS06484]
- HW signal Entry_and_start_authorisation_button_contact_3 [MAS06485]

3) Using the workshop tool WT10354 (Force gauge) and selected adaptor highlighted below (Figure 1), slowly press down on the Access/start authorization button centrally (Figure 2) and record the force (N) which each contact point 1 to 3 changes from 'Not operated' to 'operated'



Figure 1



Figure 2

Note: Electrical tape not shown in image for clarity purposes only, please ensure tape is applied

4) Complete the below table with the readings taken then attach to a new or existing DISS query for review

| Contact | Force (N) |
|--|-----------|
| Access/start authorization button, contact 1 | |
| Access/start authorization button, contact 2 | |
| Access/start authorization button, contact 3 | |

NOTE for Level 1 Product Support: Please forward the readings to the Electrical Senior Engineer for review

IMPORTANT: Any parts replacements claimed under warranty will be rejected without approval via DISS

Warranty accounting instructions

Warrantytype 110 or 910

Damage service number 97 10

Damage code 00 55

Labour

Labour operationcode 01500000

Time 20 TU