Technical product information

Topic	New Continental GT and GTC - Window drop glass concerns
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2067436/6
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 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
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 drop at door-opening	functionality -> defective function sequence	rear 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		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	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)

Revision History

2067436/6 - Requirement to check the condition of the 12 volt battery before conducting any further work as detailed in Step 1 of the Measure section

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

1) Referring to Rep.Gr 27 - Carry out a 12 Volt battery test "WARRANTY TEST" or "ORIG. VW-BATT. TEST"

NOTICE

VERY IMPORTANT: 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

– In the event there was an issue with the 12 volt battery and the drop door glass issue is now resolved no further action is required

However

In the event the drop door issue is still evident after the confirming the 12 volt battery is serviceable the operative should conduct the onward instructions to completion

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

- **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**

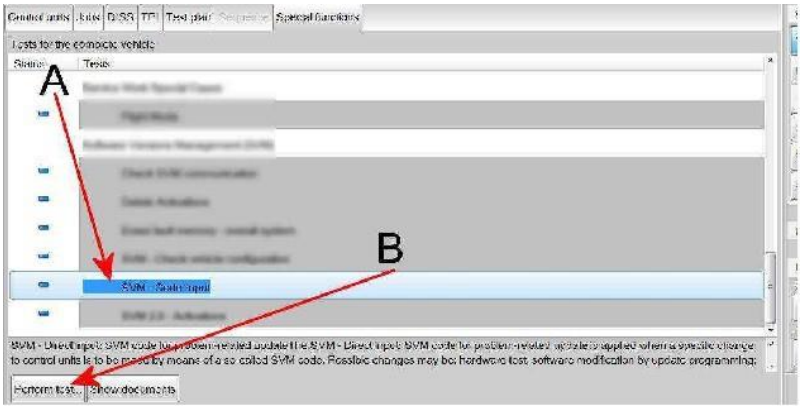
- **During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc) ensure the main light switch is set to 'off' and leave the driver's door open**

- **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**

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

• Select Perform test (Point B)



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

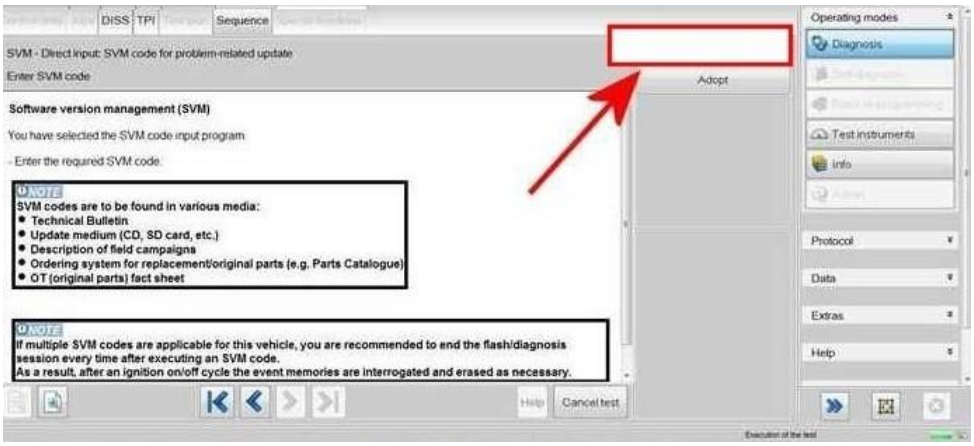


Figure 2

- 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

4) The Required control units will be automatically updated one by one, starting with *0042 – Door electronics Drivers side*

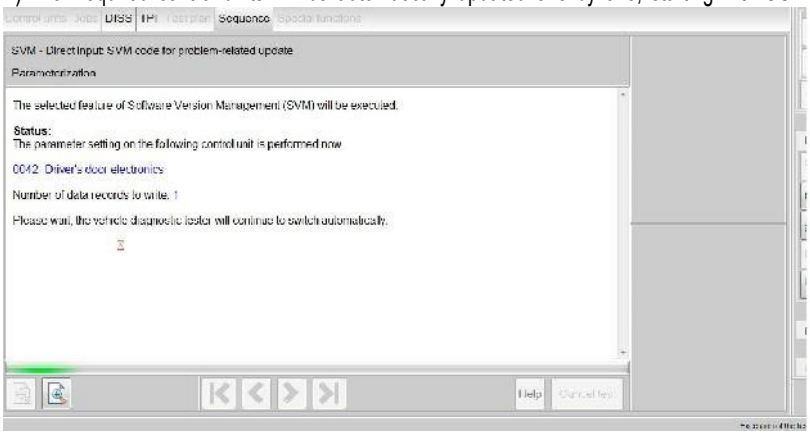


Figure 3

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

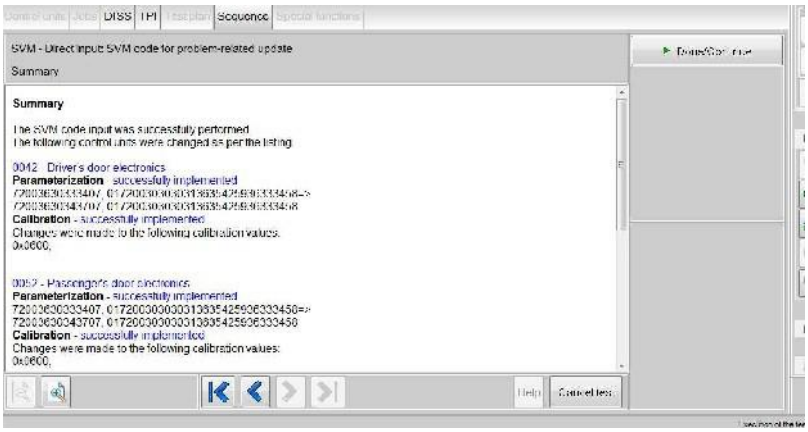


Figure 4

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

Section 2 - Rectification/check instructions

1) 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

2) 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

3) 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

4) 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

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

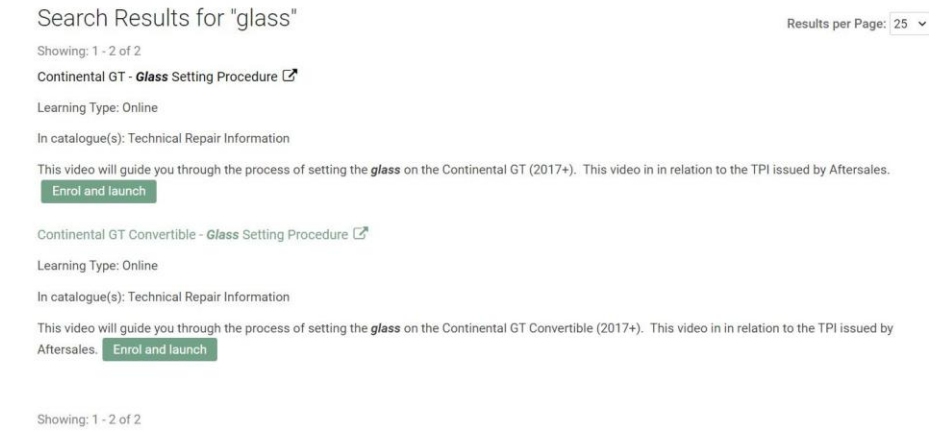
- Check the torque of the front and rear window regulator fixings are to specification - Refer to the applicable Rep.Gr

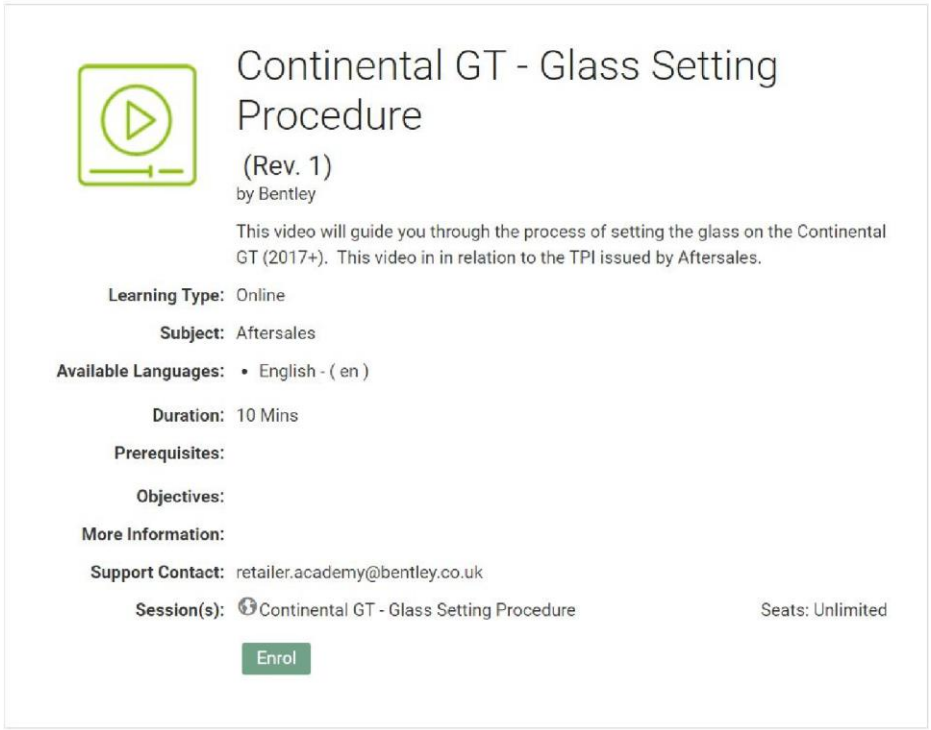
Comments

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/


Search Results for "glass"
Results per Page: 25
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

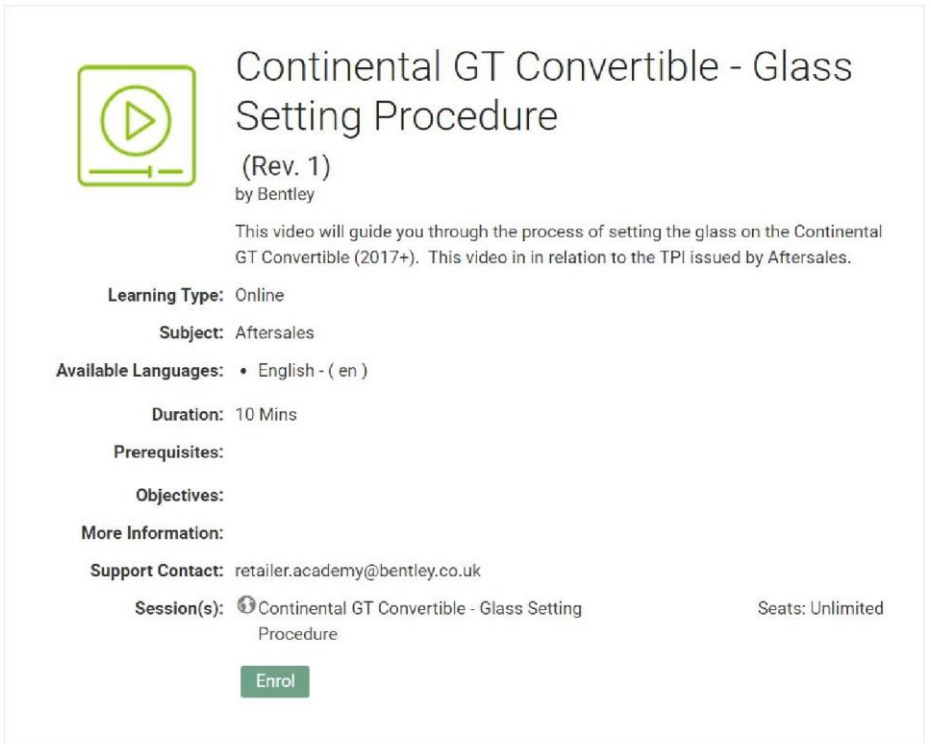

Continental GT Convertible - Glass Setting Procedure
(Rev. 1)
by Bentley
This video will guide you through the process of setting the glass on the Continental GT Convertible (2017+). This video in in relation to the TPI issued by Aftersales.
Learning Type: Online
Subject: Aftersales
Available Languages: • English - (en)
Duration: 10 Mins
Prerequisites:
Objectives:
More Information:
Support Contact: retailer.academy@bentley.co.uk
Session(s): Continental GT Convertible - Glass Setting Procedure
Seats: Unlimited
Enrol

Figure 6

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 per the instructions within Rep.Gr 64

8) 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	70 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