

Technical product information

Topic	Rear doors do not fully open (Left and/or Right)
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.	2068866/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation	functionality	

Vehicle data

Bentayga EWB

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZV1*	2023	E		*	*	*

Documents

Document name
master.xml

-

Rear doors do not fully open (Left and/or Right)

Customer statement / workshop findings

- Rear door(s) don't fully open (Left and/or Right)

Technical background

When the vehicle is left with one of the rear doors in an open position and the CAN-BUS enters sleep mode, if the door position is changed a mismatch between the actual door position and the rear power door control unit position can occur which can result in the following:

- Rear power door control unit(s) reporting an 'open angle' when the door is closed
- Rear power door control unit(s) incorrectly identifying the rear door(s) stop angle has been achieved prematurely (preventing the door from fully opening)

NOTICE

Before conducting the software update within the Measure section the operative should check to confirm the software version of J386 and J387 as follows:

- Using ODIS - Navigate to the front driver door module (0042 / J386) > guided functions > read module ID
- Repeat for the front passenger door module (0052 / J387)

Hint: The rear power close door modules are a subsystem of the front door modules

In the event the Software version is 0430 (Figure 1) the operative MUST raise a Technical DISS query stating the following:

- The Software version of J386 and J387 is 0430

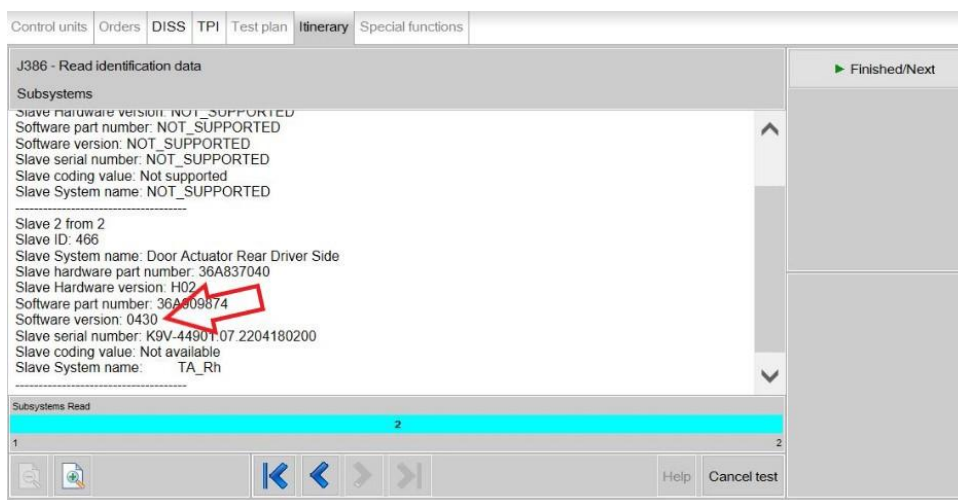


Figure 1



However

In the event the software version is 0440 - The software is up to date, no further action is required from a software perspective

NOTICE

NOTE TO PRODUCT SUPPORT: Product Support should second level the DISS query to the Body and Trim Senior Engineer. Product Support must wait for a response before replying to the retailer

NOTE TO RETAILERS: Once a response has been received from Product support via the open DISS query the update within the Measure section can be conducted

Production change

Under investigation

Measure

General information for the reprogramming:

- 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'
- 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

- Within the Special functions tab select 'SVM Code Input' then select Perform test (Figure 2)



Figure 2

2) Referring to Figure 3 (Point A) enter SVM code 4V1RDOOR01

- Select Adopt (Point B)

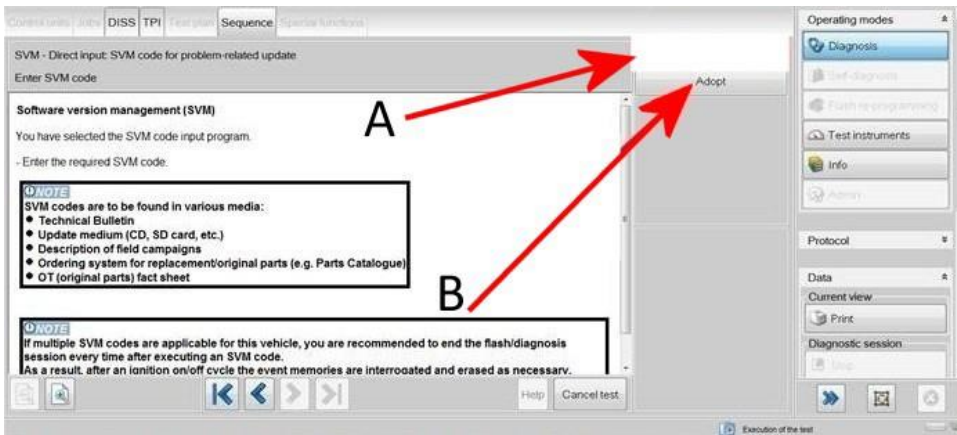


Figure 3

3) Follow all remaining on screen prompts until completion

- Once complete a message will be displayed confirming that all actions have been completed successfully
- Follow on screen prompts until program end

4) After the update programming is complete, perform a CAN sleep, carry out the following steps in the order stated below:

- Switch off the ignition
- Remove the diagnostic interface from the OBD port
- Switch off and remove the battery charger from the vehicle
- Close the bonnet and all doors then lock the vehicle

- Wait 5 minutes so that the vehicle goes into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition
- Confirm gear selection is possible

5) On completion - Raise a non-technical DISS stating the following:

- SVM code 4V1RDOOR01 was successfully applied and the rear doors now both open fully

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 58 51

Damage code 00 17

Labour

Labour operation code 01 51 00 00

Time As per the ODIS log (Must not exceed 40 time units)