

Technical product information

Topic	New Continental GT/C - Door 'soft close' functionality	
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2052092/7	
Level	EH	
Status	Released for publishing	
Release date	03-Oct-2023	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	front right
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Vehicle data

New Continental GT/C

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		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Correct functionality and restrictions of the door *soft close* system need to be understood to prevent unnecessary customer complaints.

Technical background

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Production change

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Measure

Correct operation/function restrictions:

The *soft close* feature is designed to minimize effort when closing the door. This feature operates automatically. If a door is closed with insufficient force to engage fully, i.e. the door is only closed to the 'first' catch position, the feature will automatically motor the door fully closed.

Soft close operation works as per any other motor system. If you work or stress the motor whilst mid-operation the motor could stop working until it is reset (i.e. if you shut the door and re-open it before the soft close has fully engaged into position).

If the door is operated over 40 times in less than 10 minutes, *soft close* operation will be deactivated for the next 10 minutes.

If the *soft close* system does stop functioning through customer misuse, there may be a DTC code stored in the memory, the fault will be active until the ignition is cycled. The DTC will be logged in the relevant door control module memory but will not inhibit the door operation and can be ignored. The DTC will read 'B122D29: Lock unit for central locking, Implausible signal'.

Re-activation procedure:

If the door soft closure does fail to operate at any time, follow these steps;

Step 1: Hard close the failed door

Step 2: Switch Ignition ON -> Ignition OFF -> Ignition ON

Step 3: Press Central Locking Switch next to the interior door handle (lock or unlock button)

Step 4: Door *soft close* operation will be recovered.

In the event of a valid customer complaint please provide answers to the following questions when submitting a DISS query

When did the failure occur – Normal use or PDI?

Was the door opened 40 times in 10 minutes?

Was the soft close operation interrupted mid operation?

Has the battery been disconnected at all?

Did the system start functioning again following the re-activation procedure?