

Technical product information

Topic	Unable to open, or delay in opening the Driver's or Front passenger door from outside using the door handle (Keyless)
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.	2059333/5
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> doors	functionality	
access control, driving authorisation, antitheft protection -> vehicle locking/unlocking	functionality	
body fixtures and fittings -> door, closures operation -> open door	functionality -> cannot be opened	front left

Vehicle data

New Continental Series - New 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		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Unable to open, or a delay in opening the driver or passenger front door from the outside of the vehicle when using the door handle (keyless entry)

Technical background

In the event there is a customer complaint regarding the opening of the door from the outside of the vehicle when using the door handle (Keyless entry) please refer to the Measure section of this TPI

Production change

Not applicable

Measure

1) Check and confirm there are no related DTC's

NOTE: Should any related DTC's be evident, these **MUST** be resolved first

IMPORTANT: For the door to be opened, the Keyless entry system must receive a signal from the door handle sensor (located at the rear side of the door handle) at this stage of opening the system requires the customer to fully hold the door handle. The Keyless entry system will then send an unlock signal allowing the door handle to be pulled, and the door opened

NOTE: If the door handle is not held fully

Or

If the door handle is pulled at the same time the door handle is held (not allowing for the unlock signal) then the door will not open

Please refer to the following extract from the owners handbook to unlock the vehicle from the outside using keyless entry

Unlocking the vehicle from the outside

To unlock the vehicle from the outside using keyless entry

Keyless access

The vehicle is equipped with keyless access, which allows you to access, drive, and lock the vehicle so long as you have the correct remote control key about your person (if enabled via the infotainment system) - Refer to the owners handbook

- Hold the door handle firmly (Figure 1) The door will be unlocked automatically due to the Keyless entry system receiving a signal from the door handle sensor (located at the rear side of the door handle)

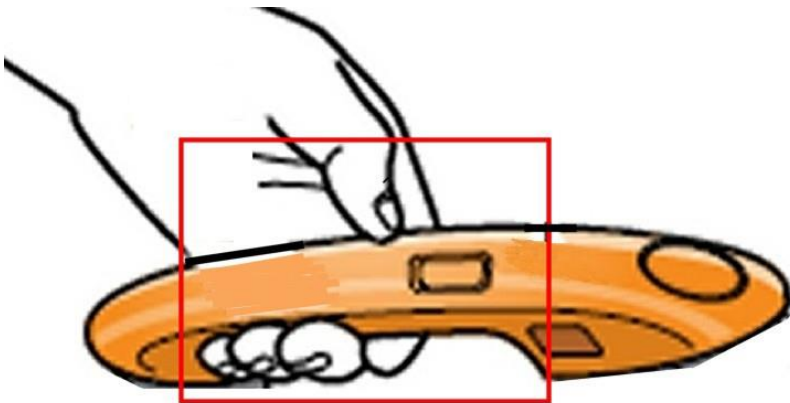


Figure 1

- To open the door - Pull the door handle (Figure 2)



Figure 2

Customer information

Please refer to the owners handbook- Vehicle Security