

## Technical product information

<b>Topic</b>	Rear doors do not fully open (Left and/or Right) Or the soft close function is not operating to specification
<b>Market area</b>	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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2068866/4
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### 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
<a href="#">master.xml</a>

Rear doors do not fully open (Left and/or Right) Or the soft close function is not operating to specification

## Customer statement / workshop findings

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

Or

The soft close function is not operating to specification as described in TPI 2069592/-

## Technical background

### Revision history TPI 2068866/4

- The Software version criteria has changed as detailed below and Figure 1 **Hint:** Previously it was 0430 version only now the criteria is **0430 or 0440**
- The software update (0450) addresses an issue relating the soft close function
- The SVM code has now been changed to **4V1RDOOR02**



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 or 0440** (Figure 1) the operative MUST raise a Technical DISS query stating the following:

- The software version of J386 and J387 is **0430 or 0440**

### NOTICE

**NOTE TO PRODUCT SUPPORT:** Product Support should second level the DISS query to Diagnostics. 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

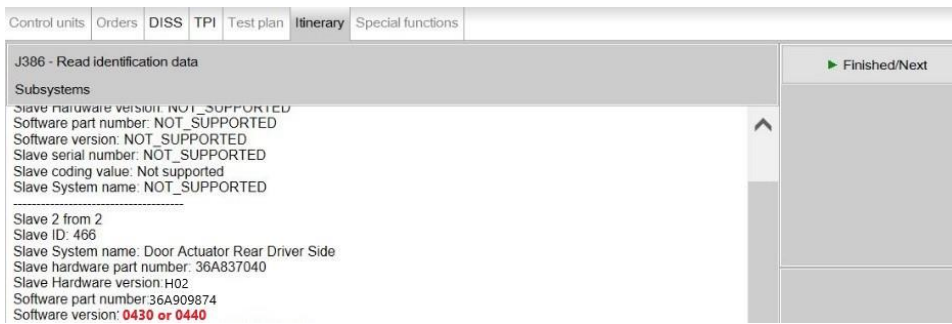


Figure 1



## However

In the event the software version is 0450 and the Rear doors do still not fully open (Left and/or Right)

Or

The soft close function is not operating to specification the operative must raise a new Technical DISS query or respond via the existing Technical DISS query and await a response before conducting any further work

## Production change

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## 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)

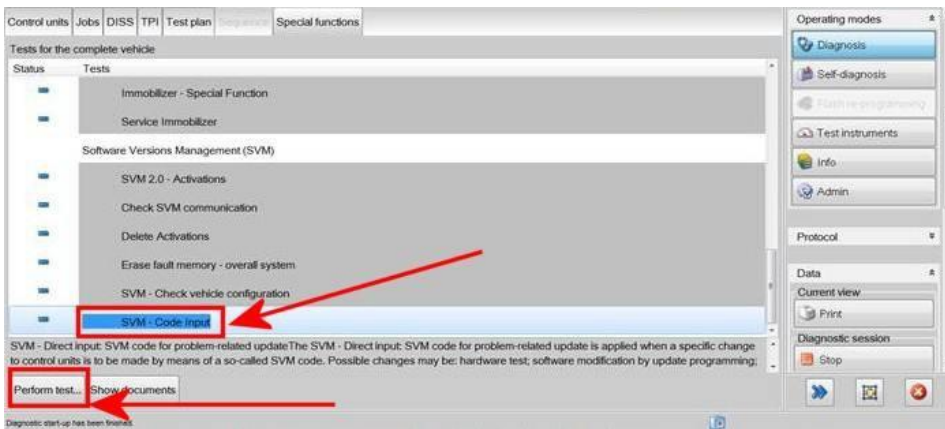


Figure 2

2) Referring to Figure 3 (Point A) enter SVM code **4V1RDOOR02**

- Select Adopt (Point B)

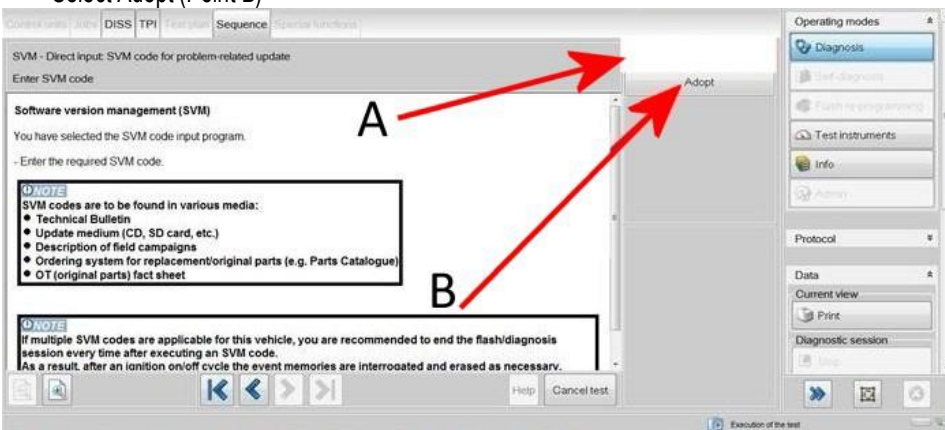


Figure 3

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) 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)
- Check to confirm the software version of J386 and J387 is 0450

**CAUTION**

Should the software version of J386 and / or J387 be **0430 or 0440** after conducting the update the operative must raise a Technical DISS query and await feedback before conducting any further work

**NOTICE**

**NOTE TO PRODUCT SUPPORT:** Product Support should second level the DISS query to Diagnostics. Product Support must wait for a response before replying to the retailer

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

- SVM code **4V1RDOOR02** was applied successfully and the rear doors open fully
- The Software version of J386 and J387 is 0450

### **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)