

Technical product information

Topic	Engine intermittently fails to start/DIP pop up 'Engine start system: fault'
Market area	Bentley: worldwide (2WBE),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2061362/5
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0046 - Comfort System Central Control Module	B143C29: Access/start authorization button Range/Performance		static
0046 - Comfort System Central Control Module	B143C29: Access/start authorization button Range/Performance		Intermittent

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> engine start	functionality -> without function / defect	
engine -> start/stop system -> engine start-up by start/stop system -> engine start-up when start/stop operation switch is pushed	functionality -> defective function sequence	

Vehicle data

Continental GT/GTC and 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

Engine intermittently fails to start/DIP pop up 'Engine start system: fault'

Customer statement / workshop findings

Customer statement

Customer unable to intermittently start the engine with the start button

Or

Engine starts but customer gets a pop up error within the Drivers Information Panel (DIP)



Workshop findings

In the event the DIP pop-up appears the following DTC will also be stored within address 46 -Convenience system central control unit
 B143C29: Access/start authorization button, Range/Performance

Technical background

The Access/start authorization button requires a certain amount of force applying to activate the internal switches

If all 3 switches within the Access/start authorization button are not engaged multiple times in a row the above DTC will store and the customer will get a pop up in the DIP. The engine however, will still start up

TPI revision history - 2061362/5



Note to Product Support only

MWB's with no 2nd switch position or values over the agreed specified value justify switch replacement without the requirement to gain permission from the Electrical Senior Engineer (on receipt of a qualifying DISS query)

The agreed specified value will be communicated to Product Support by the Electrical Senior Engineer

Production change

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Measure

TIP: A second technician may be required to assist with the following check

- 1) Place a thin layer of Electrical tape over the Access/start authorization button, this will protect it from scratches
- 2) With your ODIS tester, Navigate to:

0046 – Guided Functions – Read measured values – IDE08195_Access/start authorization button. Then display the below MVB's:

- HW signal Entry_and_start_authorisation_button_contact_1 [MAS06483]
- HW signal Entry_and_start_authorisation_button_contact_2 [MAS06484]
- HW signal Entry_and_start_authorisation_button_contact_3 [MAS06485]

3) Using the workshop tool WT10354 (Force gauge) and selected adaptor highlighted below (Figure 1), slowly press down on the Access/start

authorization button centrally (Figure 2) and record the force (N) which each contact point 1 to 3 changes from 'Not operated' to 'operated'



Figure 1



Figure 2

Note: Electrical tape not shown in image for clarity purposes only, please ensure tape is applied

4) Complete the below table with the readings taken then attach to a new or existing DISS query for review

Contact	Force (N)
Access/start authorization button, contact 1	
Access/start authorization button, contact 2	
Access/start authorization button, contact 3	



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Warranty accounting instructions

Warranty type 110 or 910
Damage service number 91 10
Damage code 00 55

Diagnostic checks

Labour operation code 01 50 00 00
Time 20 TU

Time to replace the switchpack

Continental GT/C

Labour operation code 91 10 19 00
Time 70 TU

Flying Spur

Labour operation code 91 10 19 00
Time 60 TU

Parts information

Refer to the ETKA parts catalogue



IMPORTANT: Any parts replacements claimed under warranty will be rejected without approval via DISS