

# Technical Service Bulletin

|                 |                                                                                |
|-----------------|--------------------------------------------------------------------------------|
| Topic           | New Continental GT and New Continental GTC - Window drop glass operation       |
| Market area     | Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796) |
| Brand           | Bentley                                                                        |
| Transaction No. | 2075821/1                                                                      |
| Level           | EH                                                                             |
| Status          | Released for publishing                                                        |
| Release date    | Feb 24, 2025                                                                   |

## Diagnostic trouble codes

| Diagnostic address                          | Diagnostic trouble code                          | Fault symptom | Storage state |
|---------------------------------------------|--------------------------------------------------|---------------|---------------|
| 0052 - Passenger's door electronics         | B148754: Window regulator motor no basic setting |               | Intermittent  |
| 00BB - Rear drivers side door electronics   | B148754: Window regulator motor no basic setting |               | Intermittent  |
| 00BC - Rear passenger side door electronics | B148754: Window regulator motor no basic setting |               | Intermittent  |
| 0042 - Driver's door electronics            | B148754: Window regulator motor no basic setting |               | Intermittent  |

## New customer code

| Object of complaint                                                                                                      | Complaint type                                | Position    |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-------------|
| body attachments and installations -> door opening/closing, window heating -> short stroke door closing                  | functionality -> no function                  | right rear  |
| body attachments and installations -> door opening/closing, window heating -> automatic window lowering for door opening | functionality -> operation sequence incorrect | left front  |
| body attachments and installations -> door opening/closing, window heating -> automatic window lowering for door opening | functionality -> operation sequence incorrect | left rear   |
| body attachments and installations -> door opening/closing, window heating -> automatic window lowering for door opening | functionality -> operation sequence incorrect | right front |
| body attachments and installations -> door opening/closing, window heating -> short stroke door closing                  | functionality -> no function                  | left front  |
| body attachments and installations -> door opening/closing, window heating -> short stroke door closing                  | functionality -> no function                  | right front |
| body attachments and installations -> door opening/closing, window heating -> automatic window lowering for door opening | functionality -> operation sequence incorrect | right rear  |
| body attachments and installations -> door opening/closing, window heating -> short stroke door closing                  | functionality -> no function                  | left rear   |

# Vehicle data

## New Continental GT and GTC

### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| Z23* | 2025 | E     |             | *           | *            | *                |
| Z24* | 2025 | E     |             | *           | *            | *                |

# Documents

| Document name                                         |
|-------------------------------------------------------|
| <a href="#">master.xml</a>                            |
| <a href="#">glass_reset_procedure_25my_gt_gtc.pdf</a> |
| <a href="#">glass_set_sheet_gt_25my.pdf</a>           |
| <a href="#">glass_set_sheet_gtc_25my.pdf</a>          |

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## Condition

- Incorrect operation / function of the front and / or rear window drop glass
- Front and / or rear drop glass fails to open / close or attempts to close and re-opens once contact has been made between the glass and applicable seal
- DTC for window regulator motor no basic setting B148754 evident within any of the 4 window control modules (diagnostic address 42, 52, BB and BC) for loss of basic settings

## Technical Background



**IMPORTANT NOTE:** Aftermarket window tinting can affect the operation of the windows, please advise customers the onward instructions cannot be applied until the aftermarket tinting is removed

### CAUTION

The operative must ensure the latest version of this TPI is obtained using the applicable VIN as TPI versions change without notice



Should the issue still be evident after the instructions within this TPI have been conducted or if this is a repeat repair; the operative must raise a new DISS query or respond via the existing DISS query and await feedback before conducting any further work.

*The answer to the following question must be included within the DISS query*

*Did the drop door glass operational issue occur when opening or closing the door?*

*Or*

*Whilst operating the applicable window?*

### NOTICE

**NOTE TO PRODUCT SUPPORT:** In the event a DISS query is received with a complaint relating to drop glass operational issues after the instructions within this TPI have been conducted to completion and the issue is still evident, please second level the DISS query to the Body and Trim Senior Engineer and await feedback before responding to the retailer

## Production Solution

The Bentley continuous improvement policy has been implemented within the manufacturing process, the required improvements have been utilised within this TPI

## Service



**VERY IMPORTANT:** To eliminate a repeat repair the instructions within the Measure section and attached PDF instructions must be conducted on the front and rear drop door glass - left and right hand side to completion

**ALL steps MUST be conducted from step 1 through to 9 (DO NOT IGNORE ANY OF THE STEPS)**

**ALL STEPS MUST BE CONDUCTED TO COMPLETION IN THE EXACT ORDER SHOWN**

1) Carry out a 12 Volt battery test

To complete the 12 Volt battery test follow the instructions below

Open the test plan tab in ODIS and select "select own test" (Figure 1).

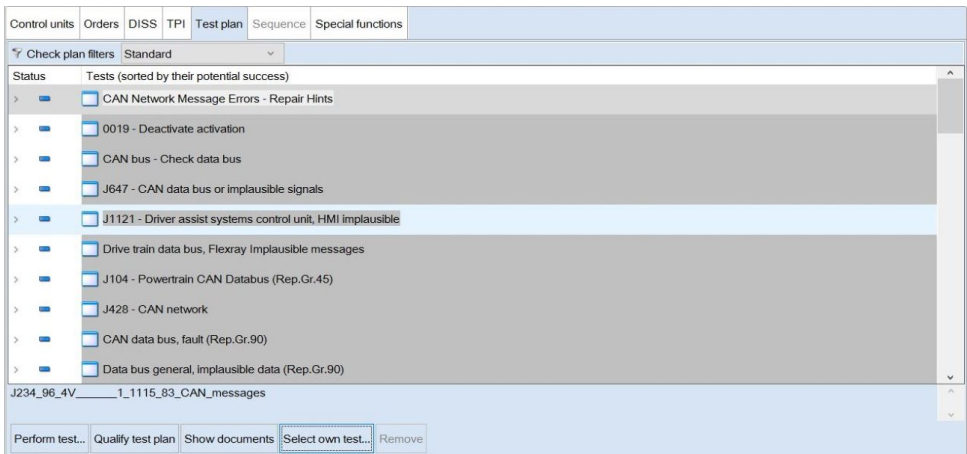


Figure 1

Now select address 0019 Data bus diagnostic interface (Figure 2), then within “functions” select “read measured values” (Figure 3)

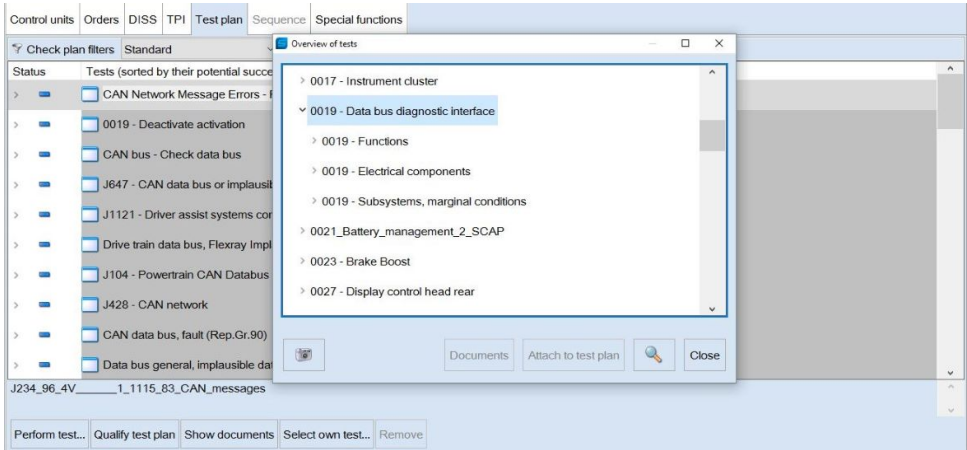


Figure 2

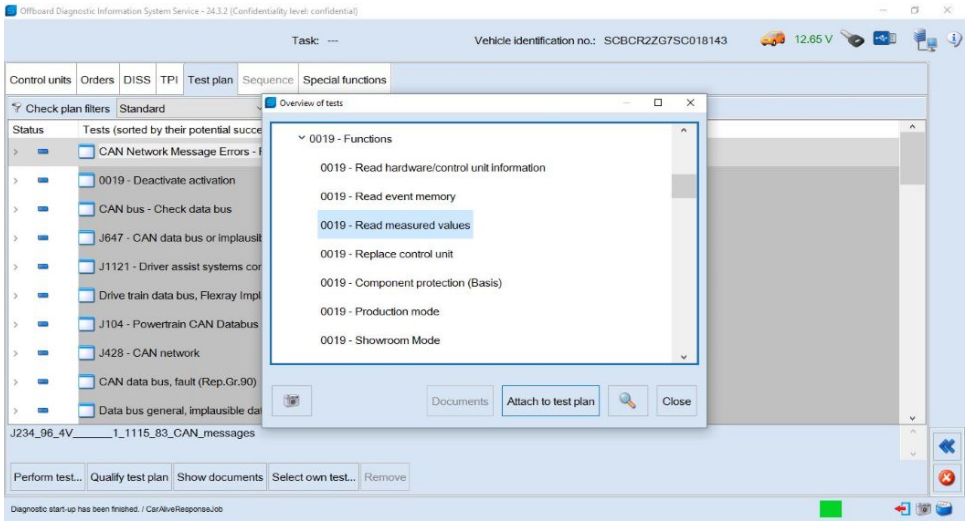


Figure 3

Run the test plan, selecting IDE01834 and IDE01839 as the measurements (Figure 4) and ensure the 12 Volt battery is functioning correctly (Figure 5)



- Measure the time (in seconds) it takes to close the front and rear windows from fully open to the fully closed position
- Record the time

Driver side front =        seconds

Driver side rear =        seconds

Comments

### Section 1 – Software update to the rear door control modules 00BB and 00BC – Short drop function elimination



#### NOTICE

IF THE ED18 CAMPAIGN HAS ALREADY BEEN COMPLETED ON THE VEHICLE PROCEED TO SECTION 2.

3) If the ED18 campaign has not been completed on the vehicle, perform the software update as described below and **ENSURE ALL STEPS ARE COMPLETED FULLY.**



The following software update eliminates the rear window short drop function

- 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' and leave the driver's door open
- 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

3a) Referring to Figure 6 - Within the Special functions tab - Select SVM - Code Input (Point A)

- Select Perform test (Point B)

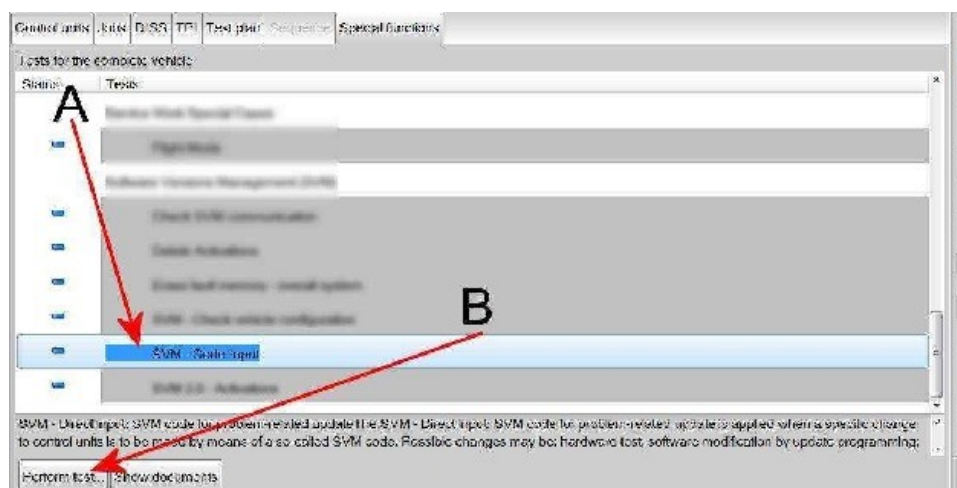


Figure 6

3b) Referring to Figure 7 - Enter the SVM code 372WDD01

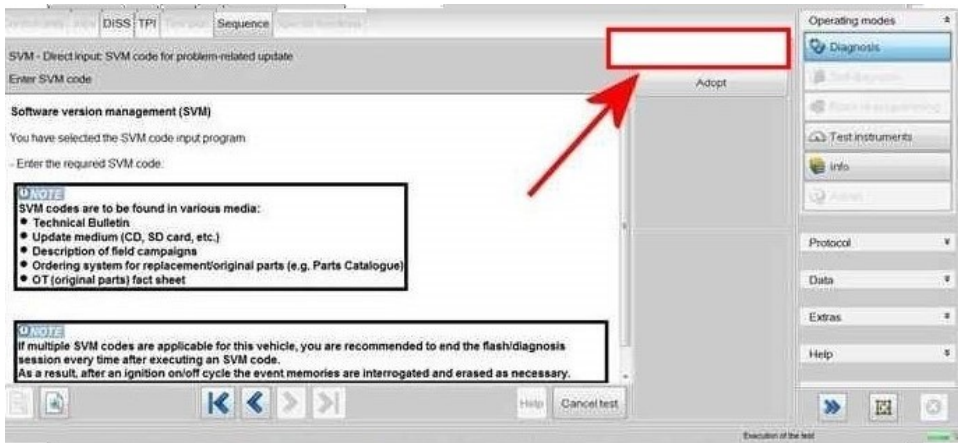


Figure 7

3c) The control modules will automatically be updated one by one, starting with 00BB (driver rear) and then 00BC (passenger rear)



Upon successful completion you will get a failure message of 8113 SVM Error.

#### **NOTICE**

If you get any other error code, such as 8118, please raise a full technical DISS query with the log submitted online.

3d) On completion, open the doors and ensure that the rear windows no longer drop. Then complete the steps 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, boot and all doors
- Lock the vehicle
- Wait 5 minutes to allow the vehicle to go into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition

3e) VERY IMPORTANT - Referring to Rep.Gr 64 - Side glass - To initialise

3f) Once the software update has been conducted proceed to section 2

### [Section 2 - Rectification / check instructions](#)

4) Conduct a thorough check of all Window / door seals for the following:

- Damage
- Splits
- Tears
- Misalignment
- Incorrectly fitted / located
- Drop glass seal deformation (see Figures 8 and 9 as examples)



Figure 8



Figure 9

**NOTE:** Any issues found with the window seals must be rectified before conducting the remaining steps

**5) VERY IMPORTANT:** Referring to the attached PDF instruction the operative must now conduct all steps to completion before continuing to step 6 - The process within the attached PDF instruction **MUST** be performed to completion in all cases regardless if the window measurements are initially within specification

**NOTICE**

Please ensure all steps are followed within the attached glass check / measurement PDF documents, the operative should be aware there is (x1) document for New Continental GT and (x1) document for New Continental GTC please ensure the correct document is used depending on vehicle type



Ensure all required measurements are attached to a new or existing DISS query

#### NOTICE

**If not already done so, review eAcademy Digital Learning HUB videos on Glass Setting Procedures for GT / GTC before proceeding to ensure accurate and repeatable measurements are being made**



The process is the same as demonstrated in the videos, however, for 25MY vehicles, one of the measurement points has changed.

**PLEASE FOLLOW THE ATTACHED GLASS SET MEASUREMENT TABLES CAREFULLY.**

Log into eAcademy - Select / open Digital Learning HUB - All content - Technical information - Continental GT & GT Convertible (2017+) Technical Information

- The operative must review the (x3) videos which are available on the Digital Learning HUB (see example shown in Figure 10 of all videos which must be reviewed)

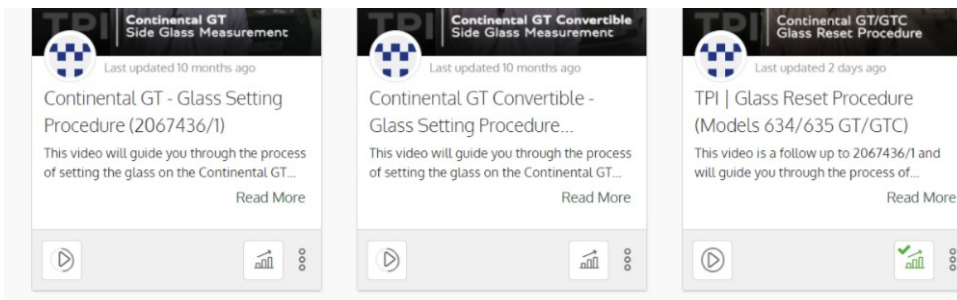


Figure 10

6) VERY IMPORTANT - Referring to Rep.Gr 64 - Side glass - To initialise

#### CAUTION

**When conducting step 7 extra care must be taken to ensure the interior trim is suitably protected, any water which enters the vehicle due to a leak must be dried / cleaned immediately**

Hint: Ensure all windows, sunroof and convertible roof (where applicable) are fully closed before conducting the water leak check

7) Conduct a water leak check to ensure that water is not leaking into the vehicles interior

- Water leaks must be resolved before returning the vehicle to the customer

8) Conduct a short road test to check for any wind noise related issues

#### CAUTION

**Wind noise issues must be resolved before returning the vehicle to the customer**

9) Raise a technical DISS query ensuring the following is attached

- Completed final glass measurements (Post reset / readjust)
- Confirmation of glass / window closing times (as step 2)
- Confirmation of the 12 volt battery condition
- Images of any issues found with seals



**Should the issue still be evident after conducting steps 1 through to 16 the operative must raise a new DISS query or respond via the previously opened DISS query and await feedback before conducting any further work ensuring the following question is answered and included within the DISS query**

**Question:**

**Did the drop door glass operational issue occur when opening or closing the door**

**Or**

**Whilst operating the applicable window?**

#### NOTICE

**NOTE TO PRODUCT SUPPORT: In the event a DISS query is received with a complaint relating to drop glass operational issues after the instructions within this TPI have been conducted to completion and the issue is still evident, please second**

level the DISS query to the Body and Trim Senior Engineer and await feedback before responding to the retailer

## Warranty

Warranty type                    110 or 910  
Damage service number        64 38  
Damage code                    00 12

### Time to conduct initial checks

Labour operation code        64 38 02 00  
Time                              30 TU

### Time to conduct window seal checks

Labour operation code        57 63 01 01  
Time                              20 TU

### Time to conduct the front and rear glass set procedure (left and right hand side)

Labour operation code        64 40 16 01  
Time                              620 TU

### Water leak test

Labour operation code        64 38 01 99 (Use this code when conducting the water leak test)  
Time                              20 TU

### Post repair road test

Labour operation code        01 21 00 01  
Time                              30 TU

## Required Parts and Tools

Reference ETKA where required

| Side glass measurements GT 25MY for Campaign ED18            |                                                             |                   |            |           |                                |
|--------------------------------------------------------------|-------------------------------------------------------------|-------------------|------------|-----------|--------------------------------|
| Interlock (Z-Axis)                                           | Vehicle Position                                            | Dimension -X-     | Before SVM | After SVM | After adjustment (if required) |
| A 50 mm from division bar                                    | Front quarter glass                                         | 7.5 mm $\pm$ 1 mm |            |           |                                |
| B 150 mm from division bar                                   | Front of door drop glass                                    | 8 mm $\pm$ 1 mm   |            |           |                                |
| C 50 mm from rear of door drop glass                         | Rear of door drop glass                                     | 8 mm $\pm$ 1 mm   |            |           |                                |
| D 50 mm from rear drop glass division bar                    | Front of rear quarter glass                                 | 8 mm $\pm$ 1 mm   |            |           |                                |
| E 50 mm from rearmost section of rear drop glass             | Rear of rear quarter glass                                  | 8 mm $\pm$ 1 mm   |            |           |                                |
| Interlock (X-Axis)                                           | Vehicle Position                                            | Dimension -X-     | Before SVM | After SVM | After adjustment (if required) |
| 4 50 mm from the top of the window                           | Rear door quarter glass strip to front door drop glass edge | 11 mm $\pm$ 1 mm  |            |           |                                |
| 5 50 mm from the waistrail seal                              | Rear door quarter glass strip to front door drop glass edge | 11 mm $\pm$ 1 mm  |            |           |                                |
| Profile (Y-Axis)                                             | Vehicle Position                                            | Dimension -X-     | Before SVM | After SVM | After adjustment (if required) |
| 1 50 mm from division bar                                    | Front quarter glass                                         | 10 mm $\pm$ 1 mm  |            |           |                                |
| 2 150 mm from division bar                                   | Front of door drop glass                                    | 10 mm $\pm$ 2 mm  |            |           |                                |
| 3 50 mm from rear of door drop glass                         | Rear of door drop glass                                     | 10 mm $\pm$ 2 mm  |            |           |                                |
| 6 50 mm from rear drop glass division bar                    | Front of rear quarter glass                                 | 10 mm $\pm$ 2 mm  |            |           |                                |
| 7 50 mm from rearmost section of rear drop glass             | Rear of rear quarter glass                                  | 10 mm $\pm$ 2 mm  |            |           |                                |
| 8 50mm forwards of rear of front drop glass (waist rail gap) | Rear of door drop glass                                     | 5mm $\pm$ 1mm     |            |           |                                |
| 9 50mm rearward of front of rear drop glass (waist rail gap) | Front of rear quarter glass                                 | 5mm $\pm$ 1mm     |            |           |                                |
| Profile (Y-Axis)                                             | Vehicle Position                                            | Dimension -X-     | Before SVM | After SVM | After adjustment (if required) |
| 4 50mm from top of division bar                              | Front drop glass to rear quarter glass                      | +0 mm / - 2.5 mm  |            |           |                                |
| 5 50mm from bottom of division bar                           | Front drop glass to rear quarter glass                      | +0 mm / - 2 mm    |            |           |                                |

| Side glass measurements GTC 25MY for Campaign ED18           |                                                             |                  |            |           |                                |
|--------------------------------------------------------------|-------------------------------------------------------------|------------------|------------|-----------|--------------------------------|
| Interlock (Z-Axis)                                           | Vehicle Position                                            | Dimension -X-    | Before SVM | After SVM | After adjustment (if required) |
| 1 50 mm from division bar                                    | Front quarter glass                                         | 7.5 mm ± 1 mm    |            |           |                                |
| 2 100 mm from division bar                                   | Front of door drop glass                                    | 8.5 mm ± 1 mm    |            |           |                                |
| 3 50 mm from rear of door drop glass                         | Rear of door drop glass                                     | 8.5 mm ± 1 mm    |            |           |                                |
| 6 50 mm from rear drop glass division bar                    | Front of rear quarter glass                                 | 8.5 mm ± 1 mm    |            |           |                                |
| 7 100 mm from where the hood meets the brightware            | Rear of rear quarter glass                                  | 10 — 16mm        |            |           |                                |
| Interlock (X-Axis) Roof Up                                   | Vehicle Position                                            | Dimension -X-    | Before SVM | After SVM | After adjustment (if required) |
| 4 50 mm from the top of the window                           | Rear door quarter glass strip to front door drop glass edge | 11 mm ± 1 mm     |            |           |                                |
| 5 50 mm from the waistrail seal                              | Rear door quarter glass strip to front door drop glass edge | 11 mm ± 1 mm     |            |           |                                |
| Interlock (X-Axis) Roof Down                                 | Vehicle Position                                            | Dimension -X-    | Before SVM | After SVM | After adjustment (if required) |
| 4 50 mm from the top of the window                           | Rear door quarter glass strip to front door drop glass edge | 11 mm ± 1 mm     |            |           |                                |
| 5 50 mm from the waistrail seal                              | Rear door quarter glass strip to front door drop glass edge | 11 mm ± 1 mm     |            |           |                                |
| Profile (Y-Axis)                                             | Vehicle Position                                            | Dimension -X-    | Before SVM | After SVM | After adjustment (if required) |
| 1 50 mm from division bar                                    | Front quarter glass                                         | 10 mm ± 1 mm     |            |           |                                |
| 2 100 mm from division bar                                   | Front of door drop glass                                    | 14 mm ± 2 mm     |            |           |                                |
| 8 50mm forwards of rear of front drop glass (waist rail gap) | Rear of door drop glass                                     | 5mm ± 1mm        |            |           |                                |
| 9 50mm rearward of front of rear drop glass (waist rail gap) | Front of rear quarter glass                                 | 5mm ± 1mm        |            |           |                                |
| Profile (Y-Axis) Roof Up                                     | Vehicle Position                                            | Dimension -X-    | Before SVM | After SVM | After adjustment (if required) |
| 4 50mm from top of division bar                              | Front drop glass to rear quarter glass                      | +0 mm / – 2.5 mm |            |           |                                |
| 5 50mm from bottom of division bar                           | Front drop glass to rear quarter glass                      | +0 mm / – 2 mm   |            |           |                                |
| Profile (Y-Axis) Roof Down                                   | Vehicle Position                                            | Dimension -X-    | Before SVM | After SVM | After adjustment (if required) |
| 4 50mm from top of division bar                              | Front drop glass to rear quarter glass                      | +0 mm / – 2.5 mm |            |           |                                |
| 5 50mm from bottom of division bar                           | Front drop glass to rear quarter glass                      | +0 mm / – 2 mm   |            |           |                                |