Technical Service Bulletin

Topic	Window Drop Glass Operation | Continental GT/GTC | 25-26MY
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2075821/3
Level	EH
Status	Released for publishing
Release date	Jul 18, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
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
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

New customer code

Object of complaint	Complaint type	Position
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 -> 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	left 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 front
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 -> short stroke door closing	functionality -> no function	left rear

body attachments and installations -> door opening/closing, window heating -> short stroke door closing	functionality -> no function	right front

Vehicle data

Continental GT/GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*

Documents

Document name
master.xml
glass_reset_procedure_25my_gt_gtc.pdf
glass_set_sheet_gt_25my.pdf
glass_set_sheet_gtc_25my.pdf

Technical Service Bulletin Transaction No.: **2075821/3**

Window Drop Glass Operation | Continental GT/GTC | 25-26MY Release date: Jul 18, 2025

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

Revision history

2075821/2 – The measure section has been updated to include further instructions on how to record the glass set measurements.

2075821/3 – The measure section has been updated to include a further question regarding conditions under which the issue may have occurred for the customer. The full 12v battery check and software update instructions have been removed and can be referenced via the relevant campaign. The model year applicability has been updated to include 26MY.

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 8 (DO NOT IGNORE ANY OF THE STEPS)

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

> **NOTICE**
>
> **Should any issues be evident with the 12 volt battery / system this should be rectified first before proceeding any further**

The window closing time results (as below) must be attached to a new or existing DISS query

VERY IMPORTANT: Do not proceed with the time measurement request instructions unless the battery is confirmed to be within specification (battery test) a 12 volt battery charger must also be attached as per Rep. Gr 27

1) Passenger side front and rear window closing time

Hint: The window closing time should be 4 seconds

- 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

Passenger side front = seconds

Passenger side rear = seconds

Comments

Driver side front and rear

Hint: The window closing time should be 4 seconds

- 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

How did the issue occur for the customer?

- Opening / closing the front door
- Operating the window from the master switch pack (driver's door)
- Operating the window from the respective switch pack
- Opening / closing the convertible roof (only applicable for convertibles)

Comments

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

NOTICE

IF CAMPAIGNS ED18, ED54, ED55, ED56 HAVE ALREADY BEEN COMPLETED ON THE VEHICLE PROCEED TO SECTION 2.

2) If campaigns ED18, ED54, ED55, ED56 have not been completed on the vehicle, perform the software update as described in the campaign and **ENSURE ALL STEPS ARE COMPLETED FULLY.**

Section 2 - Rectification / Check Instructions

3) 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 1 and 2 as examples)

Figure 1

Figure 2

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

4) VERY IMPORTANT: Referring to the attached PDF instruction and the instructions in section 3, the operative must now conduct all steps to completion before continuing to step 5 - 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 25 & 26MY 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 3 of all videos which must be reviewed)

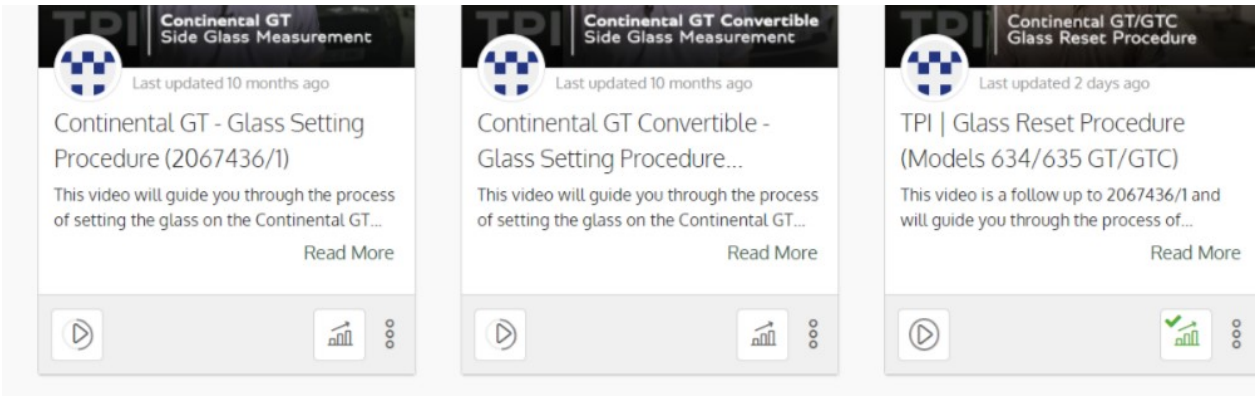


Figure 3

Section 3 - Glass Set Measurement Instructions

CAUTION

In addition to the videos above, strictly adhere to the instructions shown below when completed the glass set measurement process.

If unsure about the measurement process follow the video on eAcademy or raise a full technical DISS query.

To eliminate confusion about the usage of WT10549/3 and the Y axis profile measurement between the front and rear windows and how to correctly read/enter the measurements in the tables, please refer to the below images to aid with accurate reading of the Y axis profile when using WT10549/3.

Window Parallel

When the window is parallel take the 2mm step from the tool and minus the 2mm gap between front window and tool = -0mm (as shown in figure 4)

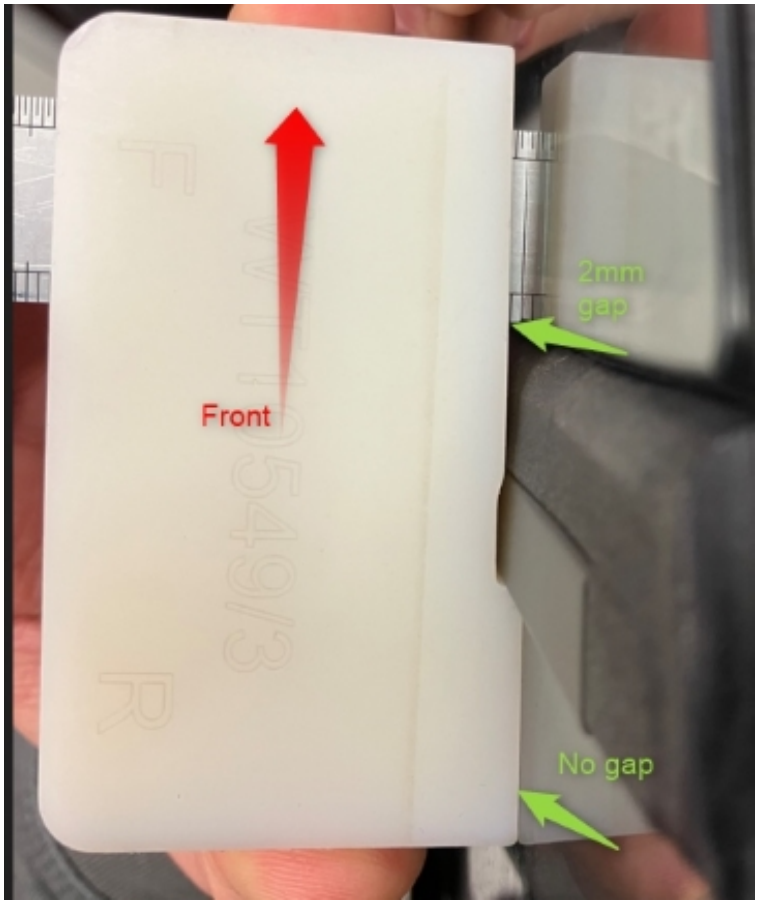


Figure 4

When the rear window is 0mm inboard from the front glass and the windows are parallel, the measurement written as 0mm (figure 5)

Profile (Y-Axis) Roof Down	Vehicle Position	Dimension -X-	Before adjustment
4 50mm from top of division bar	Front drop glass to rear quarter glass	+0 mm / – 2 mm	0mm

Figure 5

Rear Window Inboard

When the rear window is inboard and there is a 2mm step from the tool, when there is no gap between either window and tool (figure 6), the recorded measurement should be -2mm (figure 7)

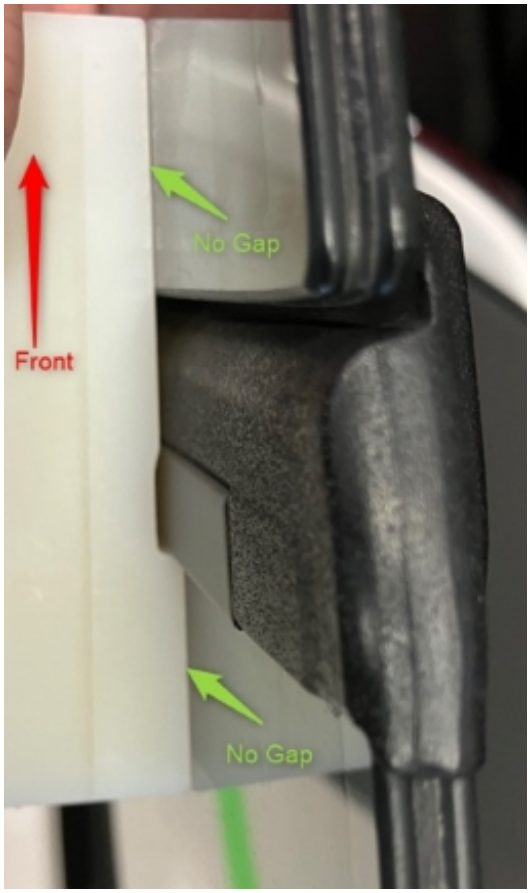


Figure 6

Profile (Y-Axis) Roof Down	Vehicle Position	Dimension -X-	Before adjustment
4 50mm from top of division bar	Front drop glass to rear quarter glass	+0 mm / – 2 mm	-2mm

Figure 7

Rear Window Too Far Inboard

When the rear window is inboard and there is a 2mm step from the tool as well as an additional 1.5mm gap to the window (figure 8), the recorded measurement should be -3.5mm (figure 9).

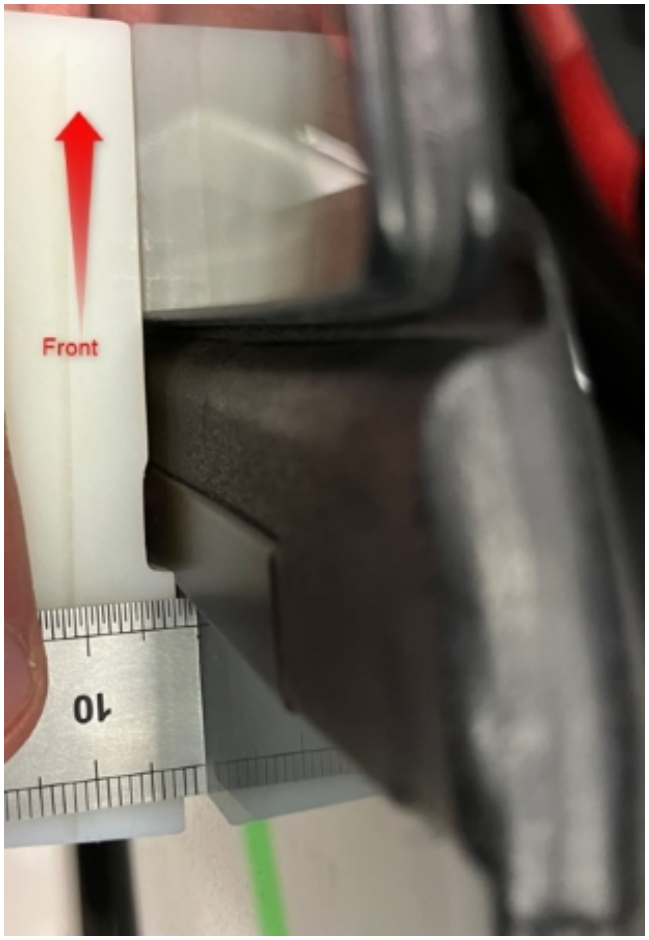


Figure 8

Profile (Y-Axis) Roof Down	Vehicle Position	Dimension -X-	Before adjustment
4 50mm from top of division bar	Front drop glass to rear quarter glass	+0 mm / – 2 mm	-3.5mm

Figure 9

If the tool (WT10549/3) does not sit flush against the rear window then this shows rear window is more than 2mm inboard (more than -2mm), check this by holding the tool on the front window and measuring gap between the rear glass and the tool (as shown in figure 10)

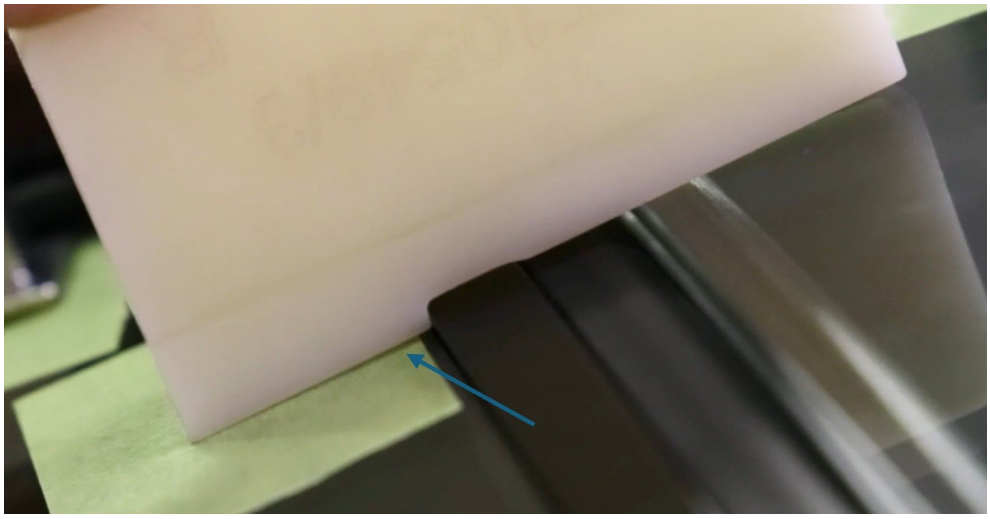


Figure 10

Section 4 – Final Checks

5) 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

6) 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

7) 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

8) 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 1)
- Explanation of the usage conditions when the issue occurred (as step 1)
- Images of any issues found with seals

Should the issue still be evident after conducting steps 1 through to 8 the operative must raise a new DISS query or respond via the previously opened DISS query and await feedback before conducting any further work

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				
Interlock (Z-Axis)	**Vehicle Position**	**Dimension -X-**	**Before adjustment**	**After adjustment**
A 50 mm from division bar	Front quarter glass	7.5 mm ± 1 mm		
B 150 mm from division bar	Front of door drop glass	8 mm ± 1 mm		
C 50 mm from rear of door drop glass	Rear of door drop glass	8 mm ± 1 mm		
D 50 mm from rear drop glass division bar	Front of rear quarter glass	8 mm ± 1 mm		
E 50 mm from rearmost section of rear drop glass	Rear of rear quarter glass	8 mm ± 1 mm		
Interlock (X-Axis)	**Vehicle Position**	**Dimension -X-**	**Before adjustment**	**After adjustment**
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 adjustment**	**After adjustment**
1 50 mm from division bar	Front quarter glass	10 mm ± 1 mm		
2 150 mm from division bar	Front of door drop glass	10 mm ± 2 mm		
3 50 mm from rear of door drop glass	Rear of door drop glass	10 mm ± 2 mm		
6 50 mm from rear drop glass division bar	Front of rear quarter glass	10 mm ± 2 mm		
7 50 mm from rearmost section of rear drop glass	Rear of rear quarter glass	10 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)	**Vehicle Position**	**Dimension -X-**	**Before adjustment**	**After adjustment**
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				
Interlock (Z-Axis)	**Vehicle Position**	**Dimension -X-**	**Before adjustment**	**After adjustment**
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 adjustment**	**After adjustment**
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 adjustment**	**After adjustment**
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 adjustment**	**After adjustment**
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 adjustment**	**After adjustment**
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 adjustment**	**After adjustment**
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		

BENTLEY

Retailer glass reset procedure for New GT/GTC

BENTLEY

Glossary

Alex Broadbent VT/QQ

In instances of multiple window drop concerns it has been found that to achieve Glass set specifications some adjusters are being adjusted far out of specification.
In some cases since not all adjusters are visible, there is a possibility that the adjusters can be set to their maximum inboard/outboard and induce excess tension in the regulators and affect the angle the windows enter the seals.
There is free play built into the front and rear regulators, therefore as the windows are being held in place by the cant rail/convertible roof seals when closed, this may not be apparent when measuring as per ELSAPRO. However, these extreme adjustments can cause issues with how the windows enter the cant rail/convertible roof seals or how the front and rear glasses interlock with each other, in some cases this can cause the seals to pinch and cause an anti trap condition leading to window reversal.

The following procedure should be applied to reset the regulator adjusters to factory delivered specification and then fine tune any adjustments from there in line with ELSA specifications. To do this, the drop glass window should be removed first to prevent damage during adjuster resetting and access to all 8 adjusters is needed so front door and rear quarter panel trims will require removal.
If not already done so, review E-Academy videos on Glass Setting Procedures for New GT/GTC before proceeding to ensure accurate and repeatable measurements are being made.

Alex Broadbent VT/QQ

BENTLEY

- Front quarter glass adjuster reset

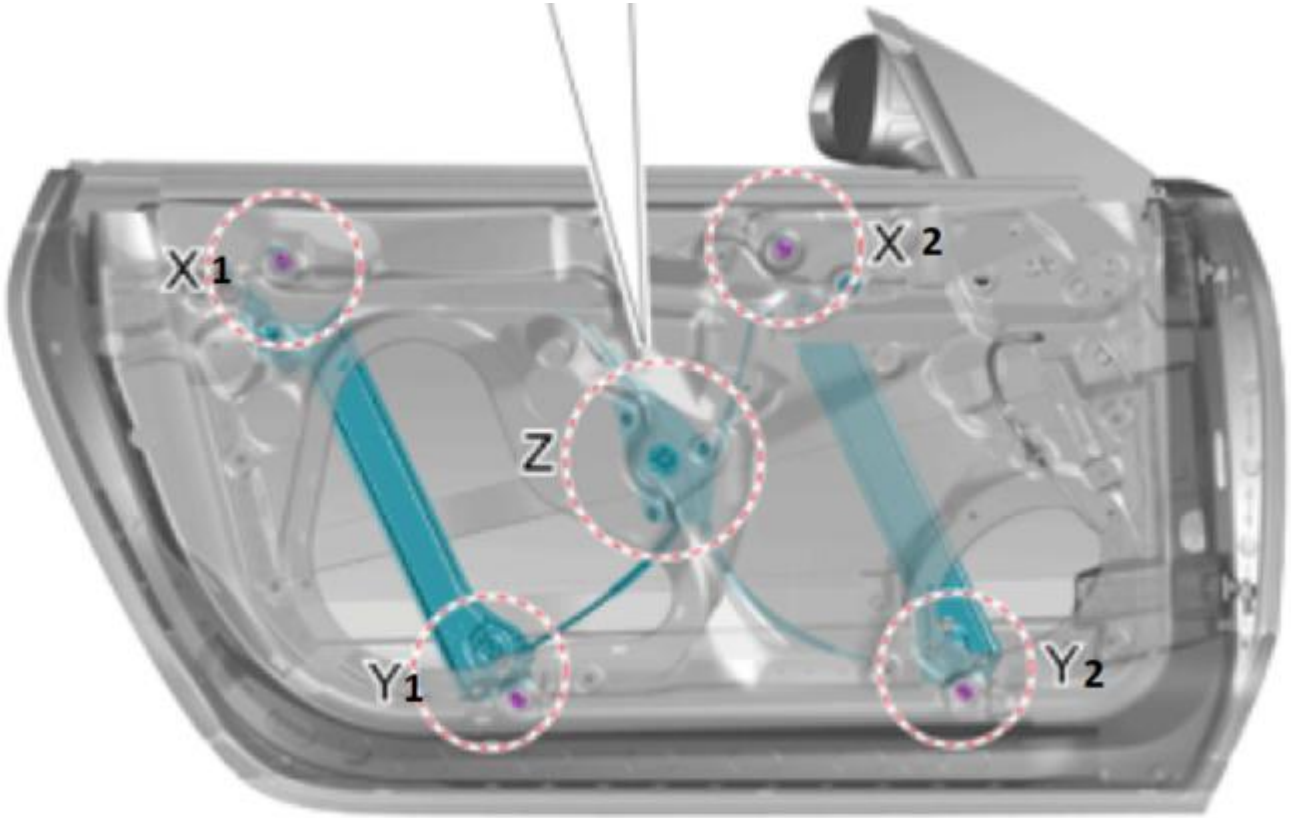
Front Quarter glass adjuster Item 1
Measurement between bottom of mounting washer and division bar frame, is 12.5mm.
To reset this adjuster without removing the quarter glass, loosen the lock nut, screw the adjuster all the way in clockwise until it bottoms out on the frame, then unscrew anti clockwise 4 complete turns then set height and profile to ELSA specification before moving on to the next step.

Image for reference, glass does not require removal from vehicle

Alex Broadbent VT/QQ

BENTLEY

- Front door regulator adjuster reset



Regulator adjusters X1 X2

Measure from top of mounting washer to frame
X1 = 4mm
X2 = 4.5mm

Regulator adjusters Y1 Y2

Measure from top of mounting washer to frame
Y1 = 14mm
Y2 = 10mm

Reset all 4 adjusters as described in the following slides, then continue to reinstall and set front drop glass to ELSA specifications before moving on to the next step.

Alex Broadbent VT/QQ

Regulator adjusters Y1 Y2

Measurement from top of mounting washer to frame

Y1 = 14mm, To reset this adjuster without removing the front regulator, fully screw in clockwise until hard stop, then unscrew 12 turns anticlockwise

Y2 = 10mm, To reset this adjuster without removing the quarter glass fully screw in clockwise until hard stop, then unscrew 8.5 turns anticlockwise

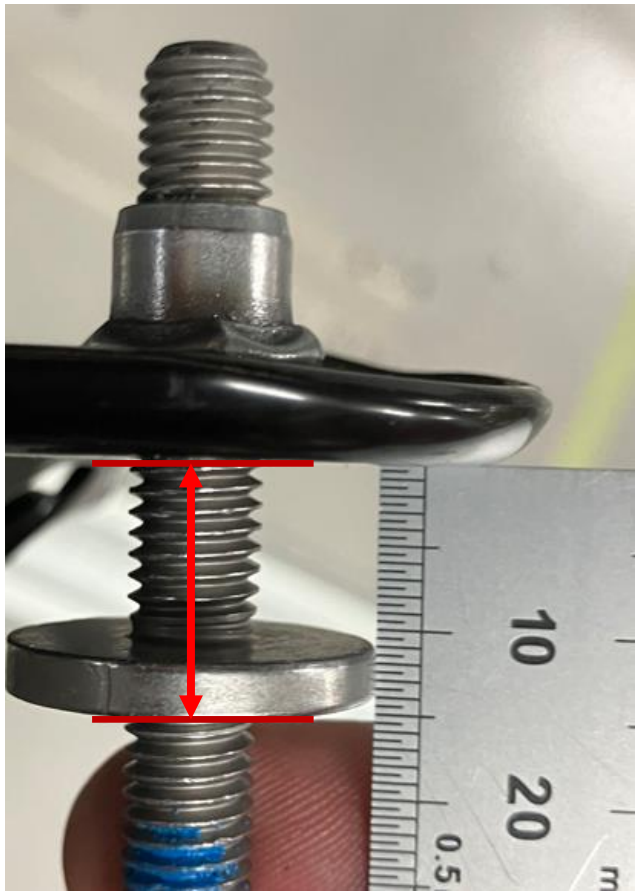
BENTLEY

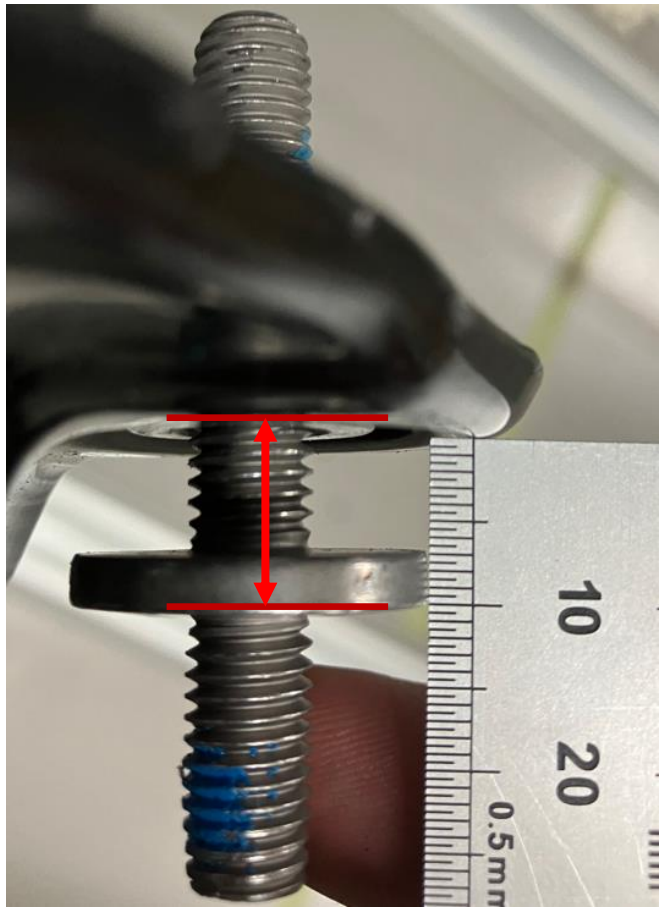
- Front door regulator adjuster reset

Y1

Images for reference, regulator does not require removal from vehicle

Y2





Alex Broadbent VT/QQ

Regulator adjusters X1 X2

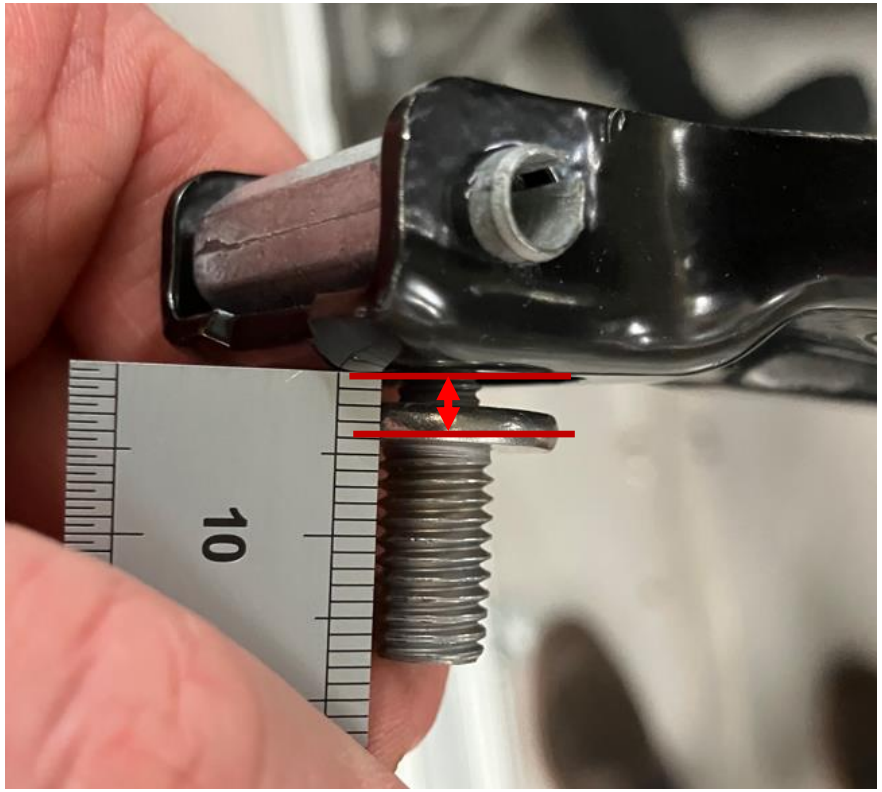
Measure from top of mounting washer to frame
X1 = 4mm, To reset this adjuster without removing the regulator fully screw in clockwise until hard stop, then unscrew 4 turns anticlockwise

X2 = 4.5mm, To reset this adjuster without removing the regulator fully screw in clockwise until hard stop, then unscrew 4 turns anticlockwise

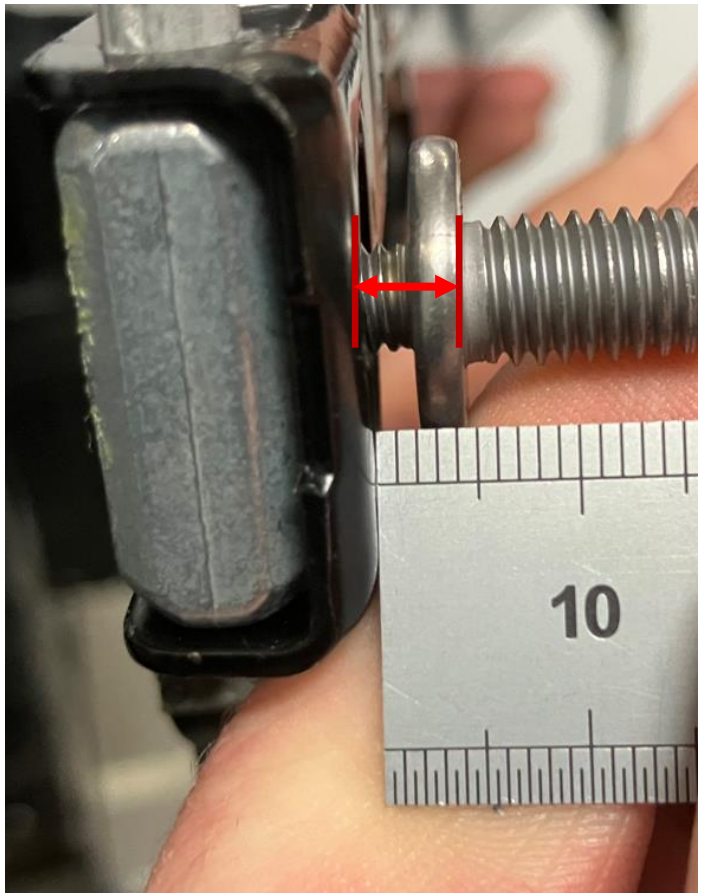
- Front door regulator adjuster reset

X1

Images for reference, regulator does not require removal from vehicle

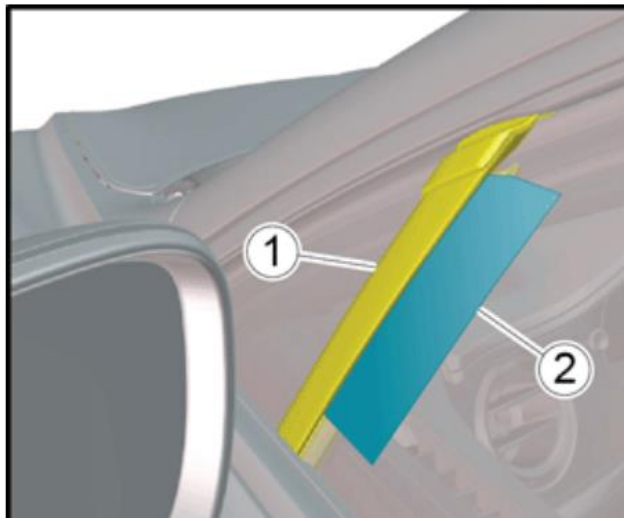


X2

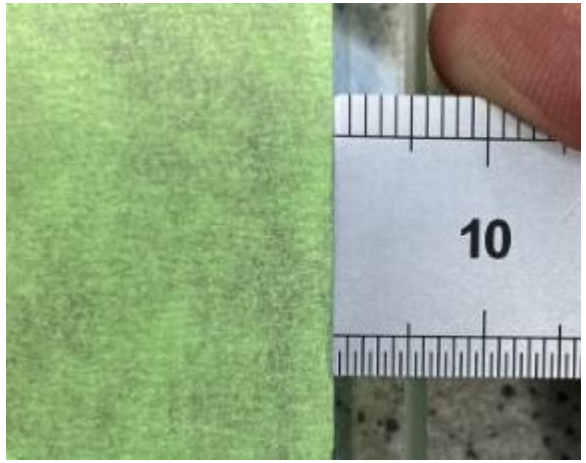


Alex Broadbent VT/QQ

- **Measuring front glass intrusion into front division bar**



When reinstalling front drop glass ensure tape is applied at 10mm from front edge and align this with the previously set quarter glass division bar.

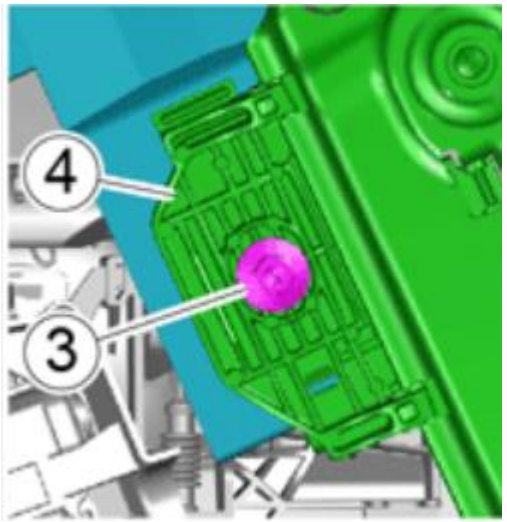


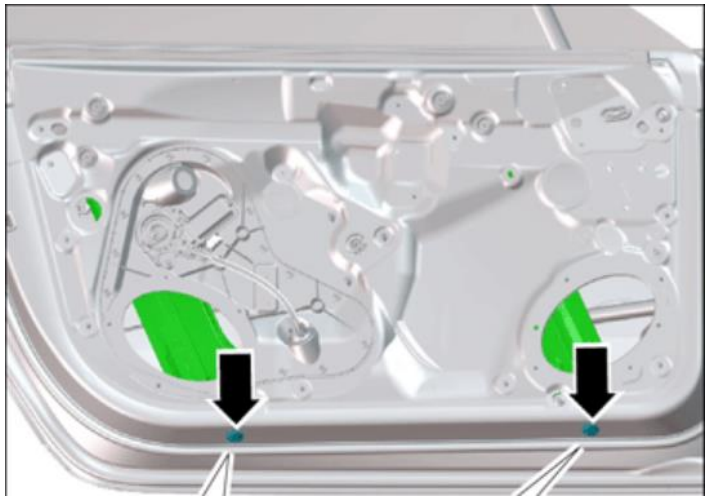
Example of incorrect fitment:
10mm intrusion into division bar seal not achieved. Only 6mm seen, front and rear side glasses will be too far rearwards, potentially clash condition between rear of rear glass and cant rail/roof seals

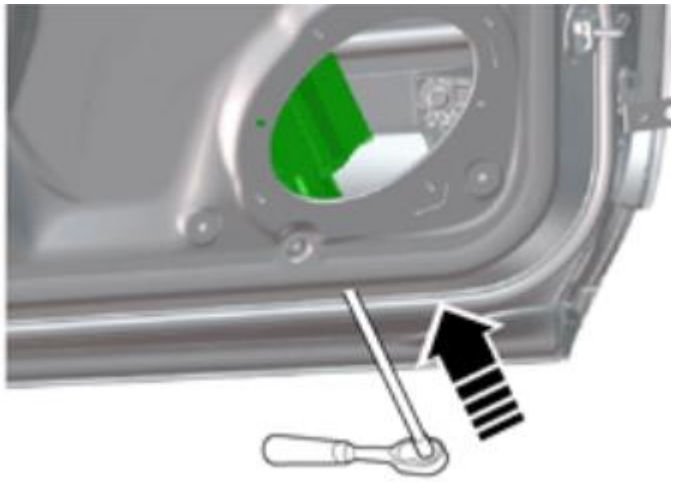
- Z Axis height adjustment on front drop glass

Z-Axis height should only be adjusted by the 4mm Allen key adjusters as per ELSAPRO

Example: Front drop glass Z axis not adjusted correctly. Bottom of tape was level with waist rail seal, after slackening pinch bolt (3 in bottom left image) front drop glass lowered 14mm to where pen marked line is.
Z-axis adjusters (bottom middle and right images) had not been used, pinch bolt had been slacked and glass lifted out of the regulator to achieve specification. This has a knock on effect of altering the 10mm division bar intrusion seen in previous slide as glass is loose and can be accidentally moved in X-axis.
This also creates a risk that the window will bottom out on the cant rail seals rather than the regulator bump stops meaning that the glass can raise further as the seals soften over time and affect end stop learning.





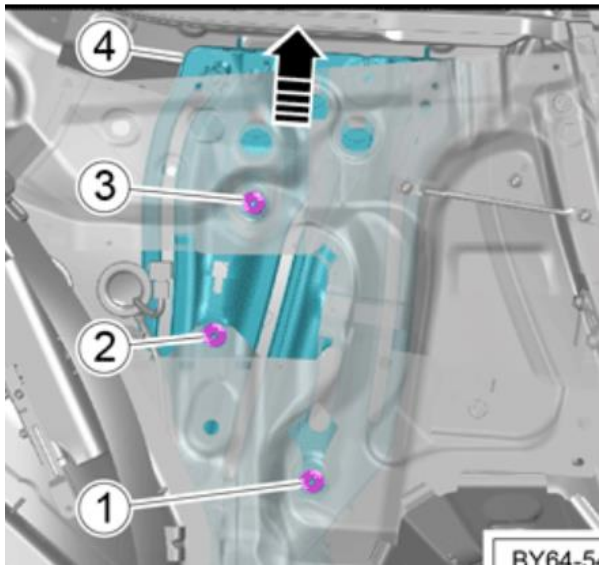


Rear Regulator adjusters 1, 2, 3

Adjust the rear window regulator adjusters at the following points as shown in the following page

Before resetting adjusters remove the 3 13mm lock nuts (1-3 in image) to allow adjusters to be fully screwed in without damaging the regulator, Also ensure black closing panel (see page 12) is not stopping the regulator from moving when performing these adjustments.

- Rear quarter regulator adjuster reset



BENTLEY

- Rear quarter regulator adjuster reset

Adjuster 1

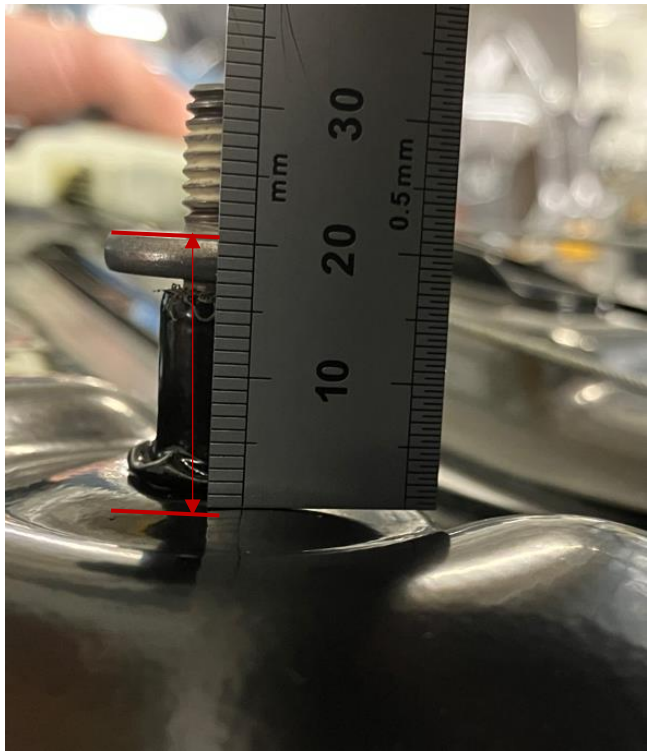
fully screw in clockwise until hard stop, then unscrew 9.5 turns anticlockwise to achieve 12mm gap as seen below

Adjuster 2

fully screw in clockwise until hard stop, then unscrew 9.5 turns anticlockwise to achieve 12mm gap as seen below

Adjuster 3

fully screw in clockwise until hard stop, then unscrew 1 turn anticlockwise to achieve 20mm gap as seen below



Images for reference, regulator does not require removal from vehicle

Alex Broadbent VT/QQ

BENTLEY

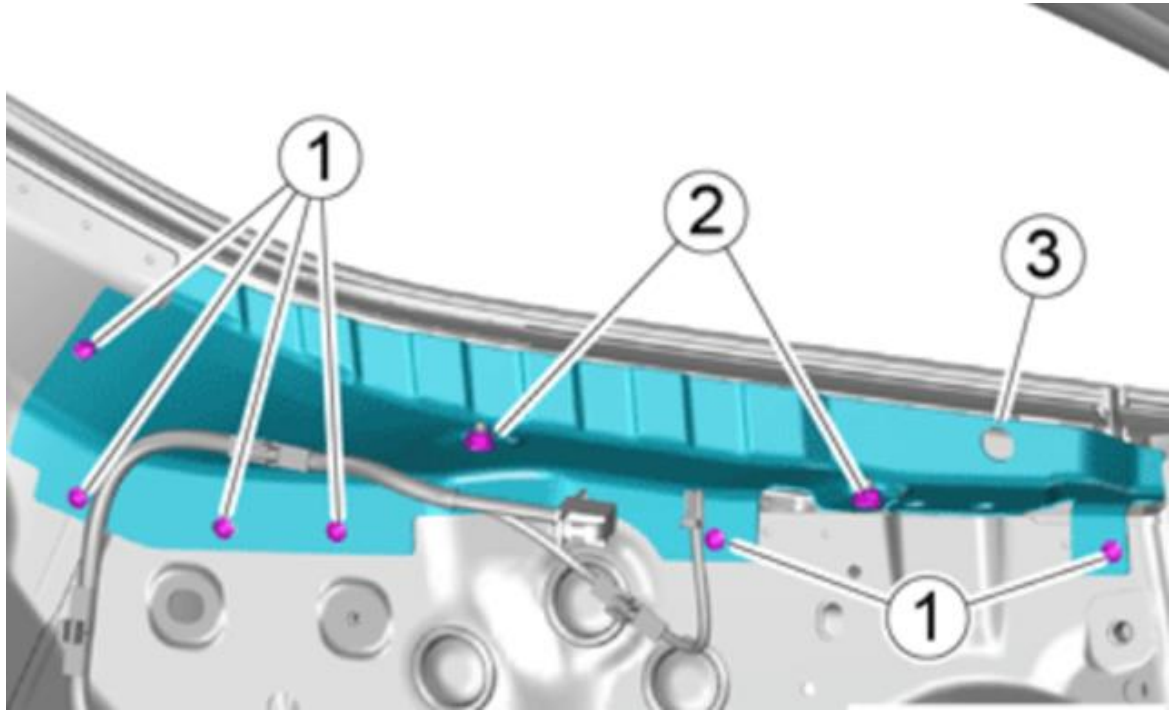
- Rear quarter regulator adjuster reset

After resetting all 3 adjusters leave the locking nuts loose to allow vertical movement.
Ensure closing panel (item 3) is installed and 10mm nuts (item 2) are tightened to set regulator height before tightening adjuster locking nuts (item 1-3 in image on page 10). Ensure regulator is bottoming out on bump stops when measuring/setting glass height in Z-axis

Proceed with adjusting rear quarter glass into ELSA specification

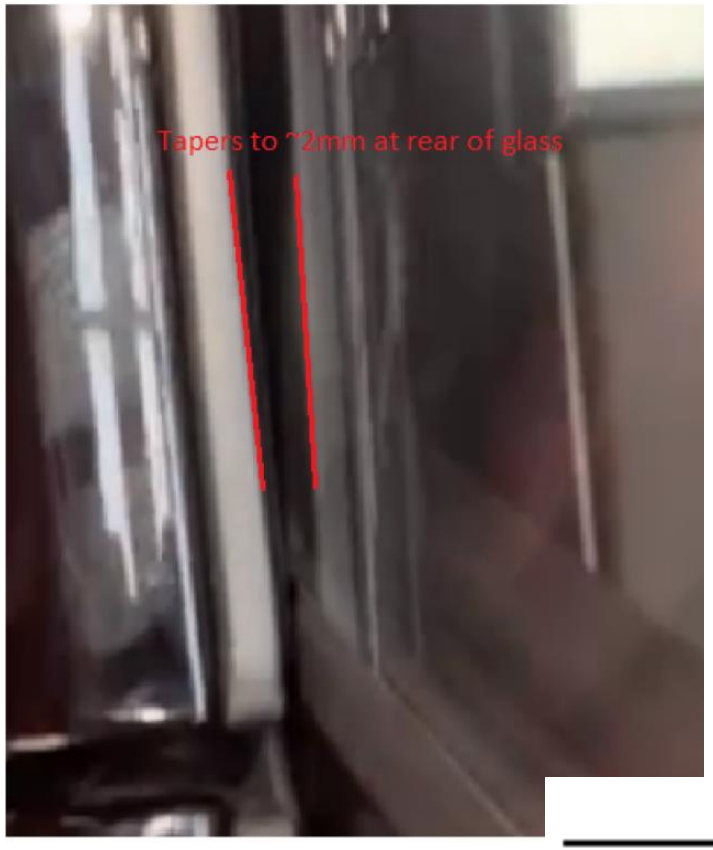
IMPORTANT

10mm nuts (item 2) must be loosened when adjusting the 3 regulator adjusters to allow the regulator to move. Retighten and check measurements after each adjustment is made



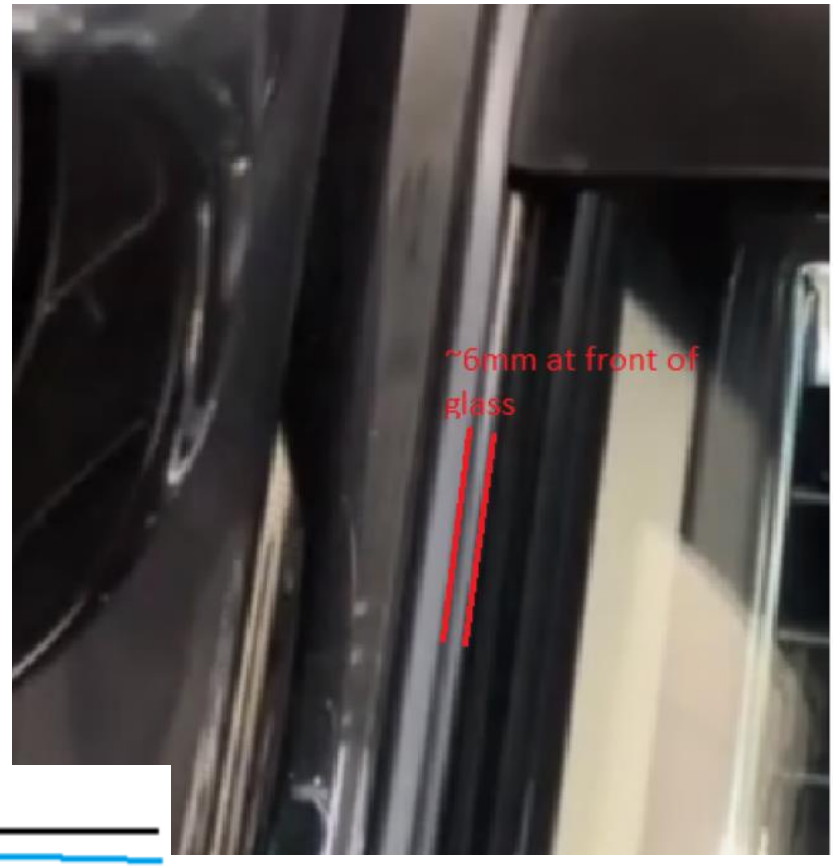
Alex Broadbent VT/QQ

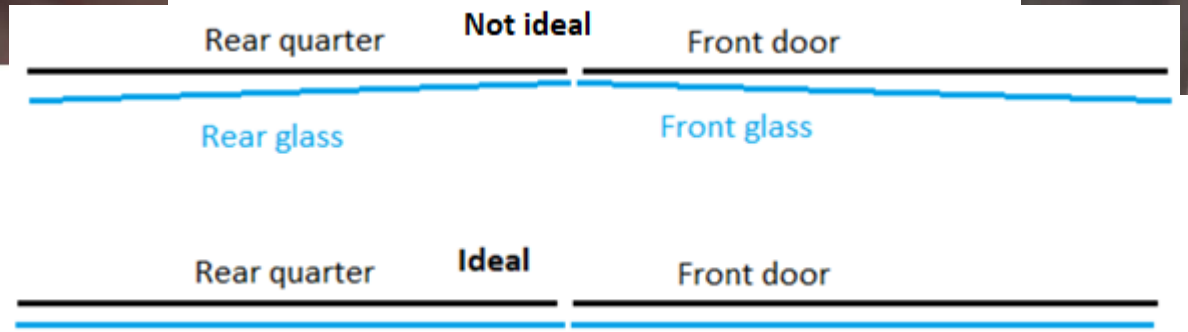
- **Waistrail measurement checking/resetting**



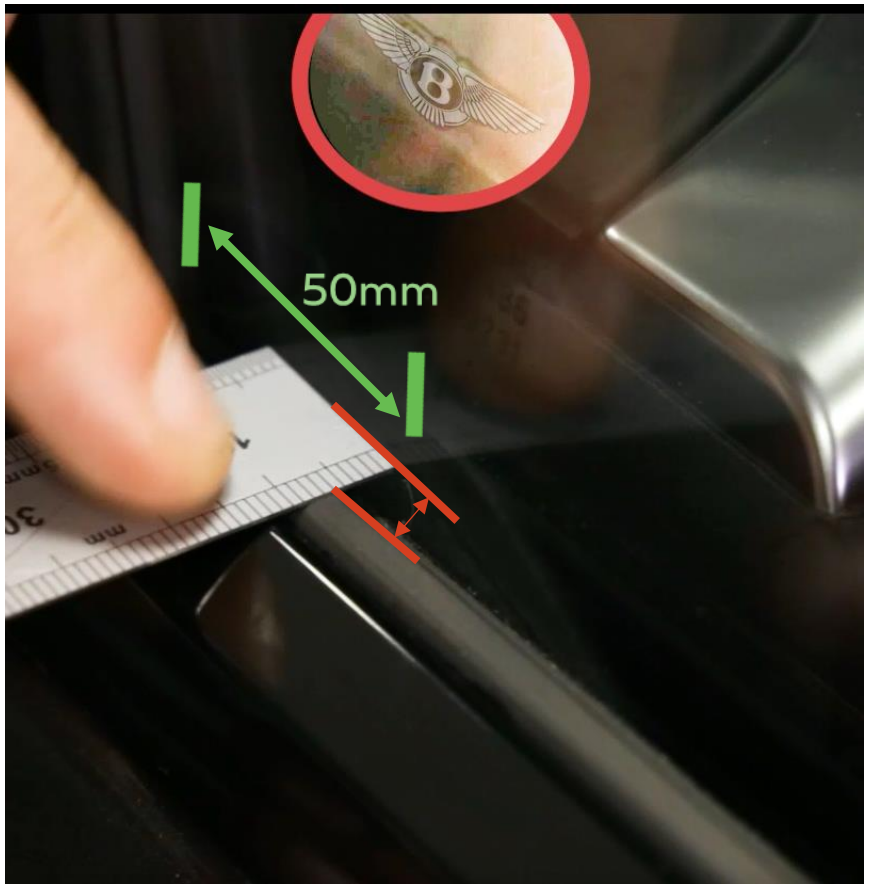
Images show a poor setting.
Circa 6mm at front edge (near wing mirror) closing up to 2mm at the rear edge.

2mm at rear edge would have been set to achieve specified flush/2mm underflush profile condition between front and rear glasses, the rear quarter glass mirrors this taper condition. This potentially increases the risk of false anti trap as rear window/seal does not engage with front window at the correct angle.
Suggested to set to specification on problem vehicles as per next slide. If both windows are set between 4-6mm then the flush/2mm underflush profile can be easily achieved.

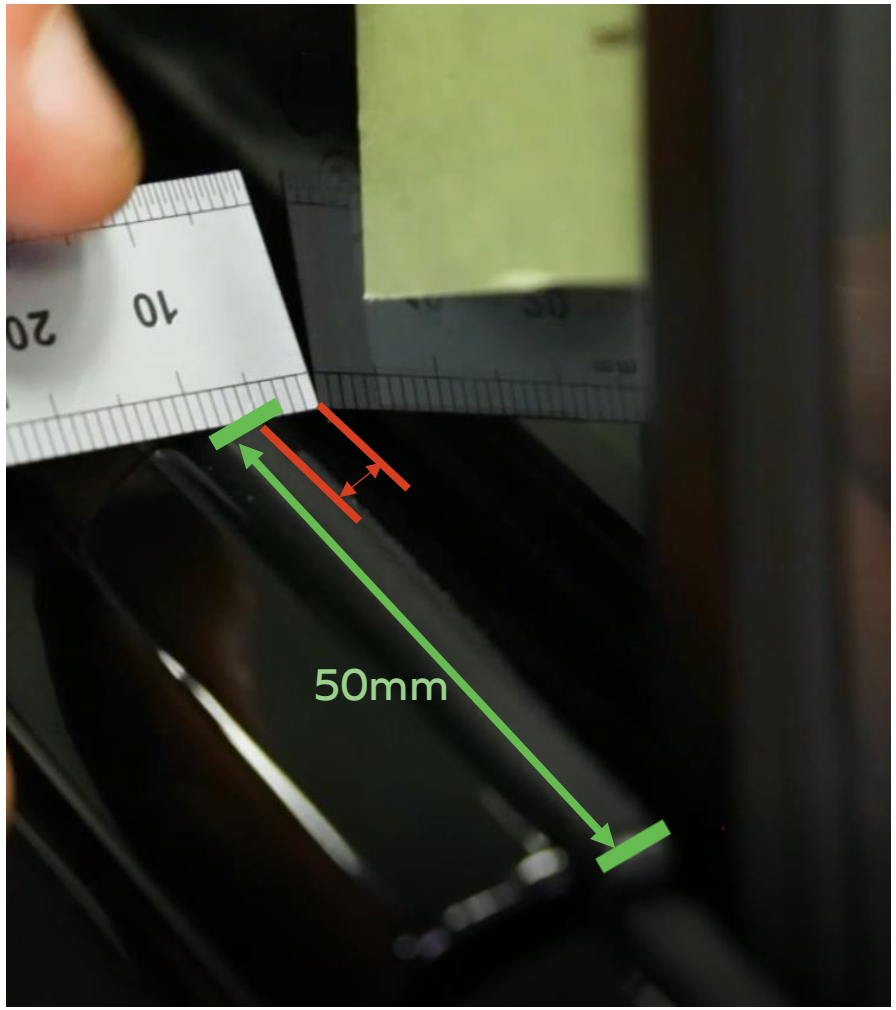




- **Waistrail measurement checking/resetting**



Set waist rail gapping to between 4-6mm as mentioned in Glass setting guide videos on E-Academy and also check for parallelism along front and rear windows to door/quarter. 50mm from edge of Waistrail seal, roughly underneath the Bentley wings.

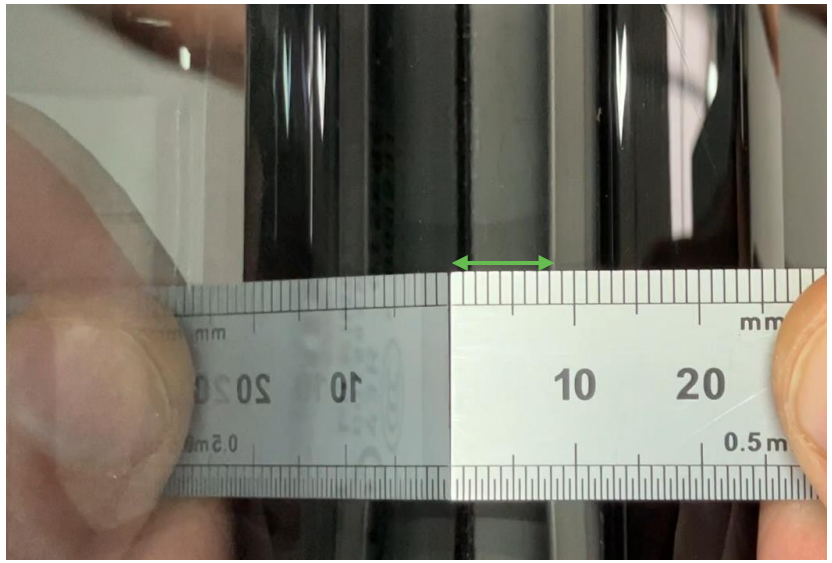


Alex Broadbent VT/QQ

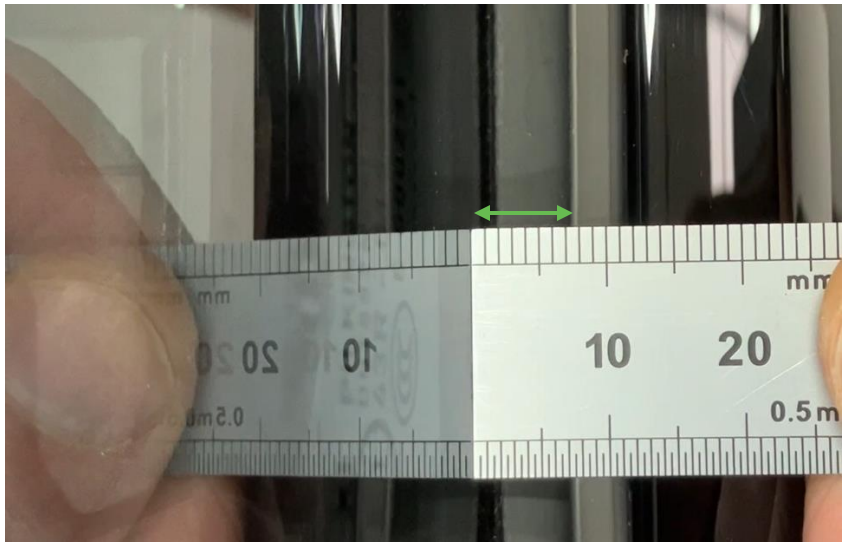
- **Waistrail measurement checking/resetting**

When setting front to rear window profile and waist rail measurements ensure that the front window does not move outboard excessively when the rear window closes as this will increase current draw on the rear motor during the period where it is monitoring for it's end stop, excess current draw in this zone can cause a false anti-trap scenario.
There does need to be some tension between the front and rear glass to seal against the drop glass seal, zero mm of movement is best.
If more tension is required to resolve a wind noise or water ingress then aim for no more than 0.25mm of outboard movement.

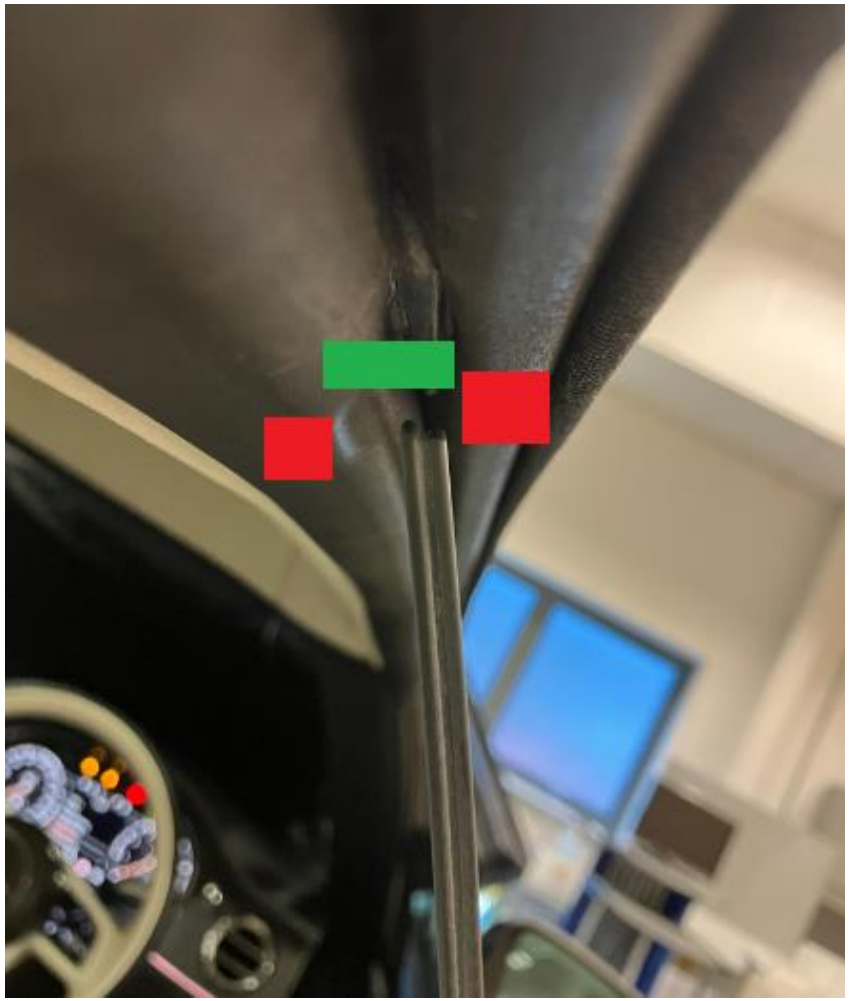
RHF window, front window closed, rear window open. Note gap



RHF window, front window closed, rear window closed. Note gap, over 0.25mm outboard movement, this is incorrect



Window entry into cant rail/convertible roof seal



Front window examples showing correct operation

Windows should enter cant rail seal smoothly, making contact with inboard edge first and then be pushed outboard (green square).
Too far inboard increases the risk of the cant rail seal pinching, too far outboard will clash with cant rail brightware (red squares)
For front door, poor door profile is a major contributing factor here and should be checked/adjusted if window found to be entering seal incorrectly

Final checks

After all adjustments have been made and recorded in tables from ELSA workshop manual section “**Side glass - To check”.** Door ECU basic settings must be relearnt. Ensure battery is fully charged and passes battery test in ODIS.

Test window operation in all scenarios, e.g. global open/close, individual window switches, driver door switches, convenience open/close (where applicable), short drop functions when opening/closing doors and with convertible roof open/closed if working on a New GTC.
Finally, ensure vehicle still passes water ingress test and does not have excessive wind noise, any further adjustments must remain within ELSA specifications.