

Technical Service Bulletin

Topic	Seat Fans Inoperative All Models 17-25MY
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2077529/3
Level	EH
Status	Released for publishing
Release date	Sep 24, 2025

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> seat, seat bench, arm rests control operation, 1st row -> seat ventilation, 1st row	functionality -> no function	

Vehicle data

All Models

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		*	*	*
4V1*	2017	E		*	*	*

4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

Documents

Document name
master.xml

Condition

Customer may report that the seat ventilation system is not functioning with no airflow from the seat ventilation ducts.

Technical Background

The seat ventilation fan may become inoperative due to internal contamination or electrical failure. In some cases, evidence of staining or residue may be visible on the fan assembly when disassembled, if the fan motor is not operational, further investigation is required to determine the underlying cause.

See the Measure section for diagnosis steps.

Revision History – TPI 2077529/2

Measure Section - Manual check for ventilation fan smooth operation step added.

Production Solution

Not applicable

Service



CAUTION

Before carrying out any electrical checks, ensure the vehicles ignition is off and the battery is disconnected if necessary to prevent accidental short circuits. Always follow ElsaPro safety guidelines.

1. Check the seat ventilation functionality.
 - Activate the seat ventilation system via the infotainment controls.
 - Confirm if airflow is present from the seat ventilation ducts.
 - Identify which ventilation fans are not operating.

If a seat ventilation fan is failing to operate. Refer to ElsaPro 72 Repair Group 'Seat blower remove+install' to remove it and follow the fault diagnosis process below.

2. Electrical circuit inspection.
 - Ensure an active supply of current is present and confirm whether the ventilation fan is operational or non-operational.
 - Check for any short circuits or wiring damage in the connection area.

3. Disconnect the ventilation fan from the seat and check for any breakage of the clips on the casing.



Figure 1

4. Remove the upper casing of the seat ventilation system for visual inspection of the internal components.

NOTICE

Plastic clips circled in red may become brittle over time. Use proper tools and techniques if disassembling the fan assembly to avoid breakage.



Figure 2

5. Check for any liquid ingress marks on the seat ventilation fan casing as seen on example circled in yellow in figure 2.

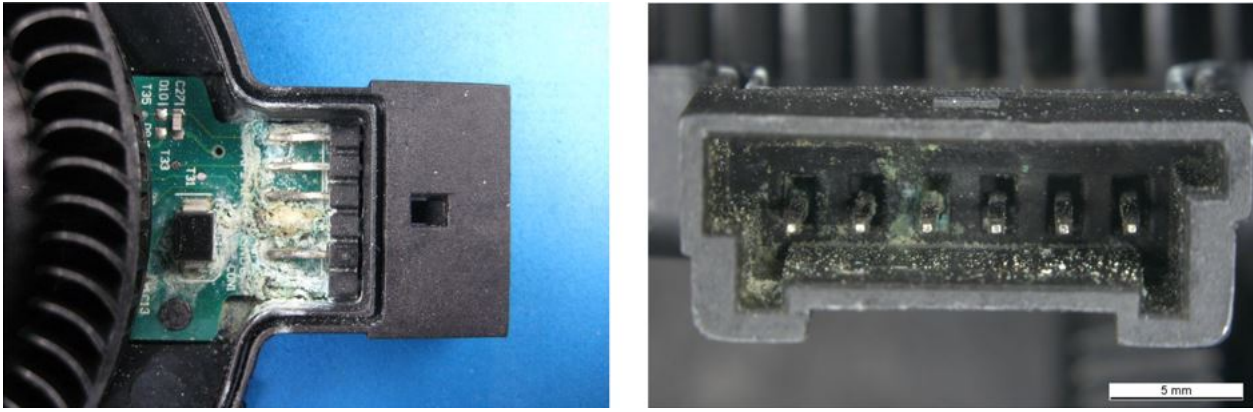


Figure 3

6. Inspect the electrical connector pins for signs of corrosion or discoloration as seen on example in figure 3.

NOTICE

If there are any signs of liquid ingress, corrosion, or disconnection is observed. Document the findings with photos and attach them to a DISS ticket, as warranty claims for replaced parts may not be accepted.

6. Manually rotate the seat ventilation fan to verify smooth and resistance free operation. If abnormalities are present such fan sticking, noise, or irregular movement replace the affected unit.

Refer to ElsaPro Repair Group 72 'Seat blower remove+install'.

NOTICE

Inspect the underside of the seat ventilation for the defective and the new part being installed to ensure the holding clip (behind the label) is in place before it is installed into a vehicle, see figure 4 below.



Figure 4

7. If the Seat ventilation fan is found to be non-functional replace the affected unit.

Refer to ElsaPro Repair Group 72 'Seat blower remove+install'.

Warranty

Warranty Type – 110 or 910

Damage Service Number – 72 61

Damage Code – 00 10 or 00 40

Labour

Continental GT/GTC

Time to Remove and Install the Seat Ventilation Fan

Labour Operation Code – 72 61 19 50

Time – 20 TU

Time to Remove and Install the Seat Ventilation Fan (Backrest)

Labour Operation Code – 72 61 19 51

Time – 30 TU

Bentayga Series

Time to Remove and Install the Seat Ventilation Fan (Set base)

Labour Operation Code – 72 61 19 00

Time – 70 TU

Time to Remove and Install the Seat Ventilation Fan (Backrest)

Labour Operation Code – 72 61 19 01

Time – 20 TU

Time to Remove and Install the Seat Ventilation Fan (Folding table & Backrest)

Labour Operation Code – 72 61 19 02

Time – 40 TU

Time to Remove and Install the Seat Ventilation Fan (4 Seater, Rear & Set base)

Labour Operation Code – 72 61 19 10

Time – 100 TU

Time to Remove and Install the Seat Ventilation Fan (4 Seater, Rear & back rest)

Labour Operation Code – 72 61 19 11

Time – 100 TU

Flying Spur

Time to Remove and Install the Seat Ventilation Fan

Labour Operation Code – 72 61 19 50

Time – 10 TU

Time to Remove and Install the Seat Ventilation Fan (Backrest)

Labour Operation Code – 72 61 19 51

Time – 30 TU

Time to Inspect the Seat Ventilation Fan

Labour Operation Code – 72 61 19 99

Time – 10 TU

Required Parts and Tools

4N0963575A – ‘Ventilation Motor’

Refer to ETKA parts catalogue