

# Technical Service Bulletin

<b>Topic</b>	Organ stop air regulator jammed / broken / electrical value wrong reading
<b>Market area</b>	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2080680/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Jan 27, 2026

## New customer code

Object of complaint	Complaint type	Position
climate control -> ventilation, air distribution	functionality	
climate control -> air distribution, filtration, fans	functionality	
climate control -> heating, cooling	functionality	
climate control -> parking heating, parking cooling	functionality	
climate control -> operation, climate control	functionality	

# Vehicle data

## Bentayga Series

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
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		*	*	*
ZV1*	2023	E		*	*	*

ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

## Continental GT/GTC

### 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		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*

## Flying Spur

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

## Documents

<b>Document name</b>
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master.xml
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## Condition

### Customer Statement

Airflow from the organ stops (air regulators) is not functioning correctly; vents may be stuck, broken, or showing incorrect operation.

### Workshop Findings

The following DTC is stored in the climate control module (diagnostic address 0008):

**B10E501:** (Position sensor in left rear upper body vent electrical malfunction – Passive/sporadic) with symptom 65586

## Technical Background

The concern is related to an irregularity in the air control regulator system, which may affect vent operation and signal feedback. Part replacement is required. Refer to the Measure section and complete all steps to completion.

## Production Solution

Improved Air Control Regulator parts have been introduced in series production from the below VIN cut-off points to address the identified concern.

## Service

**Replace the Air Control Regulator under the following conditions:**

### VIN Cut-Offs:

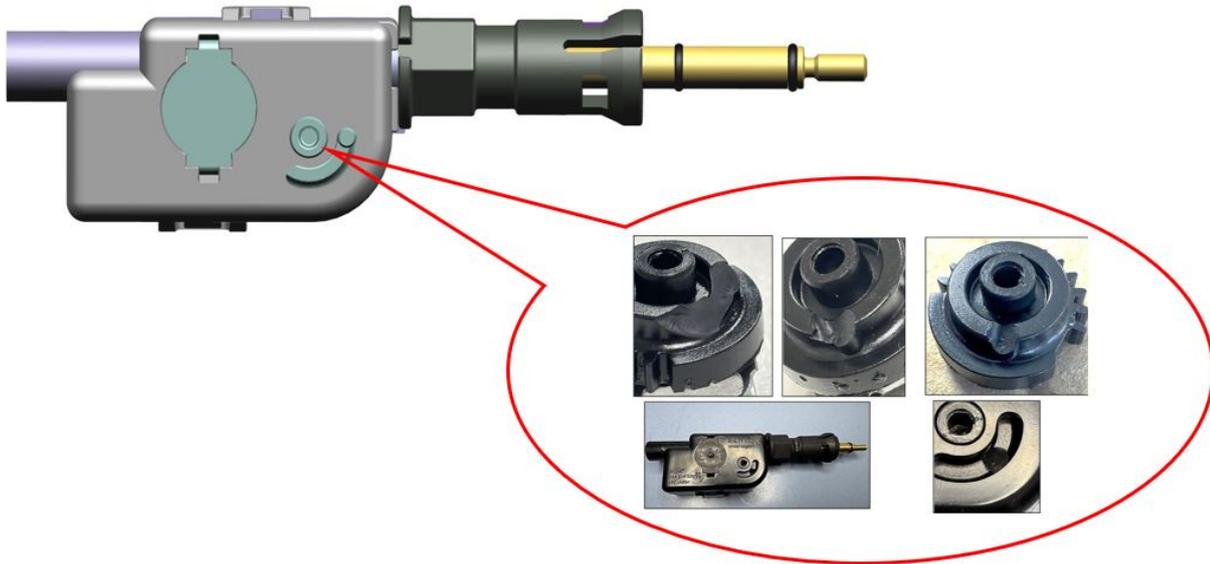
Bentayga Series – *SJAAD14V8TC033000*

Continental GT/GTC – *SCBDN33S5TC027962*

Flying Spur – *SCBBP6ZG9TC028053*

### **Action Required:**

- For units produced prior to these specified VINs: Replace the air control regulator and submit a warranty claim upon completion.
- For units produced after the specified VINs: **IMPORTANT:** Part replacement may not be covered under the standard warranty. Please submit a detailed Technical DISS query for escalation to the Body & Trim Technical Manager, ensuring the identified fault is clearly described.



**Figure 1** *Unit damage example*

**!** NOTICE

Damage or breakage may occur because of mechanical overloading as per the examples shown in figure 1. If the unit is broken, this may not be covered under the normal warranty agreement.

**Part replacement instructions:**

Remove the appropriate facia panel:

Centre console facia panel.

ElsaPro → Rep. Gr. 70

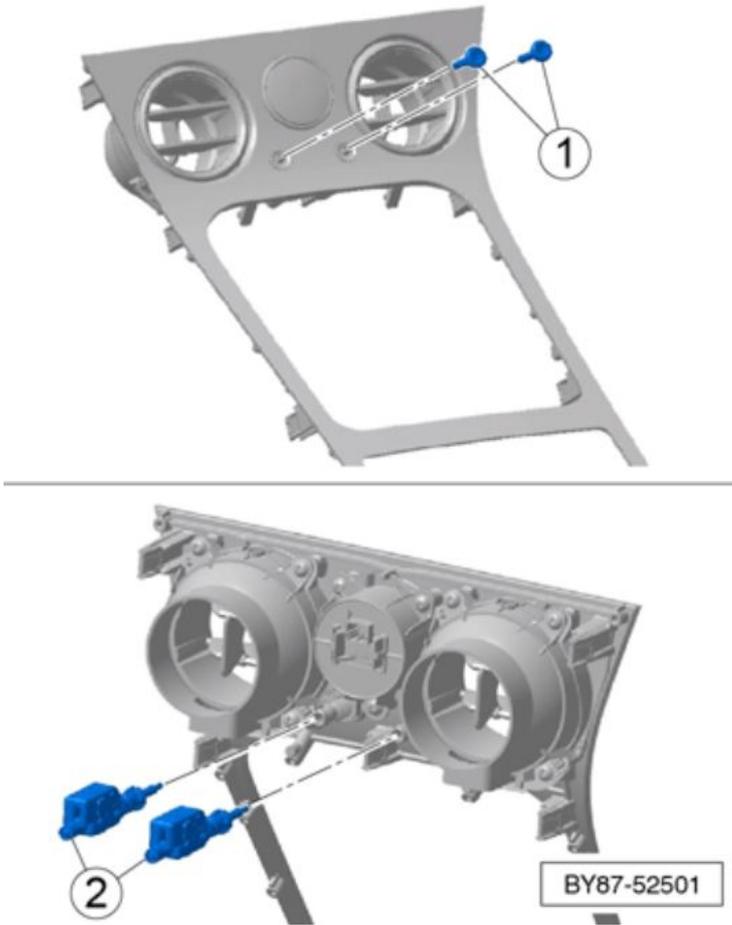
Driver's side facia panel.

ElsaPro → Rep. Gr. 70

Passenger's side facia panel.

ElsaPro → Rep. Gr. 70

Place the facia panel on a protective surface.



**Figure 2** *Regulator remove and fit*

Unscrew the control knob -1- and withdraw.

Twist the air flow control units -2- off the tangs on the finisher and pull to remove.

### **Installation**

Installation is the reverse of removal procedure, noting the following.

– Torque tighten all fixings.

### **Final Checks**

- Clear all stored DTCs and verify proper operation of the air control regulator.

### **Warranty**

Warranty Type – 110 or 910

Damage Service Number – 85 12

Damage Code – 00 10

### **Air vent centre remove and install**

Labour Operation Code: 85 53 19 00

Time: 70 TU (Continental GT/GTC/Flying Spur)

Time: 20 TU (Bentayga Series)

**Regulator knob x1 remove and install**

Labour Operation Code: 85 12 19 00

Time: 10 TU

**Required Parts and Tools**

Part Name	Part Number	QTY
Potentiometer air regulator	36A 819 820 B	1 / As required

Refer to ETKA Parts Catalogue