

Technical product information

Topic	Window Drop Glass Anti-Trap Activating / Window Bounce-Back Bentayga EWB
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2081449/2
Level	EH
Status	Released for publishing
Release date	April 20 2026

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> window opening/closing, window heating	functionality	

Vehicle data

Bentayga EWB

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer Statement

Customers may report windows stop and reverse shortly before reaching the midpoint or fully closed position.

Workshop Findings

Customer findings were verified in the workshop, with the following additional conditions also confirmed:

- Window reverses (bounce back) when attempting to close.
- Anti trap activates unexpectedly, preventing full closure.
- No DTCs present in Door Control Units.

Technical background

For diagnostic requirements, and recalibration procedures, refer to the '*Measure*' section.

Revision History

2081449/2 – Revision adds manufacture approved PicoScope diagnostic trace method and required equipment setup.

Production change

Under Review

Measure

Mandatory Diagnostic Action

Initial Checks

1. Check for any stored DTCs and save the full diagnostic log for review.
2. Confirm if any approved / non-approved accessories are fitted / connected to the vehicle. For example, non-approved accessories:
 - Additional security devices, i.e. Ghost immobilisers, vehicle trackers.
 - Radar detectors
 - Third party dash cameras
 - 12-volt socket accessories

For example, approved accessories:

- Bentley Drive vision camera



Hint: Should any of these accessories be fitted the operative must specify this on a new or existing DISS query.

3. Inspect the window motor and regulator for any abnormal noises during operation.

4. Perform a battery health test; document and retain results.

Refer to ElsaPro Rep. Gr. 27 'Battery - To test'

5. Inspect both the glass run channels and door aperture seals for:

- Obstructions
- Misalignment
- Contamination

6. Clean glass channels if contamination is found.

Window Indexing Procedure

Perform the following full learn cycle:

7. Lower the glass to the hard stop position and hold the switch DOWN for 5 seconds.

8. Raise the glass to the upper hard stop and hold the switch UP for 5 additional seconds.

9. Access the affected door ECU and carry out a PicoScope trace capture on the window motor, recording both motor voltage and current throughout the operating cycle.

To access the door ECU, refer to ElsaPro → *Rep. Gr. 70 "Door trim panel — To remove and fit"*.



Equipment & Software Required for PicoScope Trace Capture

- Picoscope
- PicoScope Automotive 7 T&M Software
- Current Clamp
- Voltage probe



Picoscope Trace Capture Procedure

- As highlighted in figure 1, connect the positive and negative terminals to the door ECU connector.



Figure 1

- Connect the Positive probe to the blue and green wire and the negative probe to the yellow wire.



Figure 2

- As highlighted in figure 3, connect the current clamp to the white wire.



Figure 3

- After opening the Picoscope application click on open and select the picoscope template file. **SmcMeasurement.pssettings**
- After the template has been opened operate the windows as advised and take the measurements.

! NOTICE

Only after completing ALL diagnostic checks and indexing above, please raise a full technical DISS query.




Include the following in the full technical DISS query

- Provide the VIN, model, and model year.
- Use the customer statement: "2081449 Support."
- Upload full diagnostic logs.
- Confirm if any approved / non-approved accessories are fitted / connected to the vehicle.
- Include all PicoScope trace results.
- Note any relevant environmental conditions during customer use.
- Describe the customer concern in detail, including whether it is intermittent and whether it occurs during one touch or manual button hold operation.

- Capture and provide a video showing the concern.
- Confirm whether the issue occurs with the door open, closed, or both.
- Specify the affected window location (e.g., front driver, front passenger, rear doors).
- Confirm whether the glass has any window tint applied.
- Provide battery test results.
- Supply photos showing the condition of the glass channels and seals.
- Detail all window indexing attempts, including the method used and the outcomes.

Product Support

Second-level the DISS query to the Body & Trim TM and wait for further guidance.

 NOTICE
<p>Wait for second level review before replacing any parts.</p>

Warranty accounting instructions

Warranty type: 110 or 910

Damage service number: 64 38

Damage code: 00 40

Time to perform GFF diagnosis

Labour Operation Code – 01 50 00 00

Time – 20 TU

Battery Check

Labour Operation Code – 27 06 01 00

Time – 10 TU

Door Trim Panel – To Remove and Fit

Labour Operation Code – 70 59 19 00

Time – 20 TU

Parts information

As advised by DISS - Refer to ETKA parts catalogue