

Technical product information

Topic	Vehicle Central Locking – Door Locking / Unlocking Functional Complaints
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2081721/1
Level	EH
Status	Released for publishing
Release date	May 1 2026

New customer code

Object of complaint	Complaint type	Position
access control, driving authorisation, antitheft protection -> vehicle locking /unlocking	functionality	
information, navigation, communication, entertainment -> symbolic fault indicators -> fault indicator for central locking system	functionality -> activates	

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

Document name

master.xml

Customer statement / workshop findings

Customer Statement

The customer reports that the vehicle door locking and/or unlocking does not function correctly. This may include intermittent operation, non-response to remote or interior commands, or inconsistent locking behaviour.

Workshop Findings

The customer concern may be present without any Diagnostic Trouble Codes (DTCs) being logged.

Standard fault memory interrogation alone may not identify the issue.

Further investigation without correct data capture may result in loss or overwriting of critical diagnostic evidence.

Technical background

Vehicles may exhibit locking/unlocking malfunctions without storing DTCs in the relevant control units.

In these cases, key diagnostic information is only available within extended measured values of Diagnostic Address 0046 (Convenience System Central Module).

Refer to the '*Measure*' Section for diagnostic next steps.

Production change

Under Review

Measure



Mandatory diagnostic action

1. Connect the approved diagnostic tester.
2. Access Diagnostic Address 0046 (Convenience System Central Module).

Retrieve and record all extended measured values.

3. Ensure the diagnostic session is fully saved and uploaded online.

4. Raise a full Technical DISS query for second-level review by the Electrical TM and wait for further guidance.



Include the following in the full technical DISS query

- VIN, model, MY
- Customer Statement: "2081721 Support"
- Symptom description i.e. "Vehicle Door Locking / Unlocking malfunction".
- Diagnostic log including all recorded extended measured values from diagnostic address 0046.

Product Support

Second-level the DISS query to the Electrical TM and wait for further guidance.

Warranty accounting instructions

Warranty type: 110 or 910

Damage service number: 97 10

Damage code: 00 40

Measure Values Data Gathering

Labour operation code: 01 50 00 00

Time: 10 TU