

## 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.	2081449/3
Level	EH
Status	Released for publishing
Release date	May 8 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		*	*	*
ZV1*	2026	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>



Connection offline

Transaction No.: 2081449

/3

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EWB

## 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
Wait for second level review before replacing any parts.

### 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