

## Technical product information

<b>Topic</b>	Door soft close function incorrect
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2046303/5
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	front left
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	front right
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	rear left
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	rear right

### New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> doors, closures -> driver door control unit	control units, services -> software faulty	
body fixtures and fittings -> doors, closures -> passenger door control unit	control units, services -> software faulty	
body fixtures and fittings -> doors, closures -> rear-door control unit	control units, services -> software faulty	left
body fixtures and fittings -> doors, closures -> rear-door control unit	control units, services -> software faulty	right

## Vehicle data

### Bentayga

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*

## Documents

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

## Customer statement / workshop findings

Door soft close function incorrect

## Technical background

Check list to aid in resolving door soft close issues

## Production change

## Measure

### Fault concern: Door soft close – B122D29: Lock unit for central locking implausible signal

Containment action:

1. Check door SC EA41 has been completed (not USA region)
2. Apply MOD measure for door CM - the specific SVM code is **4V0DOORS05** (NOTE: The word DOOR in the SVM code is all letters) this will deliver software level 57
3. If the Diagnostic Trouble Code (DTC) B122D29 will not erase then check for damage to the latch (see Figure 1a)

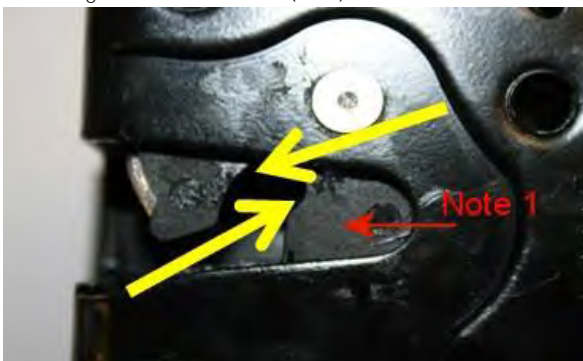


Figure 1a

- Open the door and inspect the latch mouth in the areas shown in figure 1a, it may be necessary to push the ratchet into the 1<sup>st</sup> or 2<sup>nd</sup> position to get an unobstructed view. Note 1 - Ratchet – Ratchet mouth is the slot where the ratchet grips the striker. The ratchet contains a steel core which is over moulded with a black plastic coating. It is this black plastic coating indicated by yellow arrows that requires inspecting



Figure 1b



Figure 1c

- Replace latch if damage to the plastic coating is seen, as in examples, figure 1 b, bulging and deformed and, figure 1 c, torn

### 3. Advise reference door soft close time out features—3 following scenarios

3.1. Door open and closed by soft close operation for circa 30 times in ten minute window, the soft closed will time out and it will take 1 minute for each operation before full functionality will be restored

- Each 'Powerlatch' operation increments a counter by 1
  - Every minute with no power latch operation reduces the counter by 1
  - If the counter reaches 30 within 10 minute period, 'Power latch' will stop operation, requiring 30 minutes of no operation to decrement the counter back to 0
  - i.e. 30 minutes is the longest time to wait for full functionality to be restored

3.2. Door interior handle or exterior handle held in the not at rest position, partially open for circa 5 seconds the door soft close will time out and on ignition cycle will begin to function again if the door is fully open

3.3. Door soft closing and then manually overridden by opening door, the soft close will time out and in this case the door requires to be fully closed and then the ignition cycled to reset the function

**Note:** in the event of a repeat failure please raise a DISS technical concern

### **Fault concern: Door soft closed – B125F01: Closing assist motor electrical error**



Figure 2

1. In the event that fault code B125F01 is present ensure short motors (109,3) are fitted (see Figure 2)
2. Check door SC EA41 has been completed (not USA region)

3. Apply MOD measure for door CM - the specific SVM code is **4V0DOORS05** (NOTE: The word DOOR in the SVM code is all letters) this will deliver software level 57

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**Note:** in the event of a repeat failure please raise a DISS technical concern

### **Warranty accounting instructions**

Warranty Type	110 or 910
Labour Operation Code	01 290005
Damage Service Number	57 21
Damage Code	00 40
Time	50TU