

## Technical product information

<b>Topic</b>	Rear window blind does not operate
<b>Market area</b>	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2063296/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
driver assist systems, convenience features -> settings memory, customer settings -> window/rear blind setting memory	functionality -> cannot be saved	

## Vehicle data

### Bentayga 21 M/Y

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*

## Documents

Document name
master.xml

## Customer statement / workshop findings

Rear blind does not operate

## Technical background

The most common failure modes are as follows:

- Rear blind does not operate following a CAN bus sleep, If the switch operation is a prolonged hold, instead of a 'Press and release' operation
- Rear blind does not operate following loss of CM basic settings
- Rear blind will also not operate if the 'Child Lock' is on
- Rear blind will cease to operate if there are repeated operations of the blind sufficient to trigger a failsafe mode (usually between 10 to 15 operations in a very short period).

## Production change

Currently under investigation

## Measure

The following actions can be taken to resolve the problem where possible:

- Operation of the button a second time will return functionality, if the stopped due to a CAN bus sleep
- A hard reset is required if the failure is caused by CM loss of setting. Recovery of windows basic settings can be done by pulling up on the window switch and holding for minimum 12 seconds -Then press down and when down and hold the switch for 12 seconds
- If the 'Child Lock' is switched on, there will be no possible blind, window or internal door handle operation until 'Child Lock' is switched off
- If the blind does not operate as a result of repeated operations in a very short space of time, the blind and window CM needs to be hard reset to regain normal operation
- As instructed in the owner's handbook, the blind will not operate if window is in the lowered position
- The blind will also not operate in extreme cold temperature for example:  
-10 degrees Celsius or 14 degrees, Fahrenheit.
- Retailers to advise customers that blind operation only requires a simple push/pull and release of the switch to lower or raise blind at first vehicle start up.

Please raise a DISS query to record any customer complaints which relate to rear blind operation