Technical product information

Topic	Engine intermittently fails to start/Kombi pop up 'Engine start system: fault'
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2061362/3
Level	EH
Status	Released for publishing
Release date	04-Nov-2022

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> engine start	functionality -> without function / defect	
engine -> start/stop system -> engine start-up by start/stop system -> engine start-up when start/stop operation switch is pushed	functionality -> defective function sequence	

Vehicle data

New Continental GT/GTC and Flying Spur

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		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
ZG1*	2022	E		*	*	*
ZG1*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

Customer unable to intermittently start the engine with the start button

Or

Engine starts but customer gets a pop up error on the Kombi

Workshop findings

In the event the Kombi pop-up appears the following DTC will also be stored within address 46 -Convenience system central control unit

B143C29: Access/start authorization button, Range/Performance

Technical background

The Access/start authorization button requires a certain amount of force applying to activate the internal switches

If all 3 switches within the Access/start authorization button are not engaged multiple times in a row the above DTC will store and the customer will get a pop up on the Kombi. The engine however, will still start up

Production change

Currently under investigation.

Measure

TIP: A second technician may be required to assist with the following check

1) Place a thin layer of Electrical tape over the Access/start authorization button, this will protect it from scratches

2) With your ODIS tester, Navigate to:

0046 – Guided Functions – Read measured values – IDE08195_Access/start authorization button. Then display the below MVB's:

- HW signal Entry_and_start_authorisation_button_contact_1 [MAS06483]
- HW signal Entry_and_start_authorisation_button_contact_2 [MAS06484]
- HW signal Entry_and_start_authorisation_button_contact_3 [MAS06485]

3) Using the workshop tool WT10354 (Force gauge) and selected adaptor highlighted below (Figure 1), slowly press down on the Access/start authorization button centrally (Figure 2) and record the force (N) which each contact point 1 to 3 changes from '*Not operated*' to '*operated*'

Figure 1

Figure 2

Note: Electrical tape not shown in image for clarity purposes only, please ensure tape is applied

4) Complete the below table with the readings taken then attach to a new or existing DISS query for review

Contact	Force (N)
Access/start authorization button, contact 1	
Access/start authorization button, contact 2	
Access/start authorization button, contact 3	

NOTE for Level 1 Product Support: Please forward the readings to the Electrical Senior Engineer for review

IMPORTANT: Any parts replacements claimed under warranty will be rejected without approval via DISS

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 97 10

Damage code 00 55

Labour

Labour operation code 01 50 00 00

Time 20 TU