

Technical product information

Topic	Rear seat massage function not working
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2068981/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> seats, benchseat, armrests, 2nd row	functionality	
body fixtures and fittings -> operation and control, seats, seatbench, armrests, 2nd row -> seat massage, 2nd row	functionality -> without function / defect	

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		*	*	*
ZV1*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

The rear seat massage function is not working correctly

Or

The massage function appears to be unresponsive/weak regardless of the setting/function selected

Workshop findings

DTC's may not be evident for the described issue

Technical background

NOTICE

The described issue can be evident on the left and/or right hand side rear passenger seat (Vehicles with rear seat massage function only)

In the event the issue is as described, the operative should refer to the Measure section of this TPI

Production change

Continuous improvement measures are in place within manufacturing to ensure the described issue is no longer evident

Measure

WARNING

Before starting this procedure, refer to "Precautions - Passive restraints systems and components". Failure to comply with the instruction could lead to inadvertent deployment of the vehicle air bags

Ensure that adequate protection is used on trimmed and painted areas whilst carrying out this procedure

1) Check to confirm the issue is evident

- Once confirmed, continue as follows:

2) Using ODIS check to confirm for the presence of any related DTC's

- In the event that related DTC's are present the operative should conduct any suggested Test plans to completion



Should the issue be resolved or has been repaired based on previous findings, no further action is required however should the issue still be evident the operative should conduct the remaining steps

3) Depending on the side of the vehicle in which the issue is evident (left or right) - Refer to the applicable Rep.Gr (see below) to gain access to the rear seat massage function components

NOTICE

HINT: The onward references to Rep.Gr 72 MUST only be used to gain access to the air supply lines and associated components

NOTICE

Replacement of control units -J805- and -J806- is not required unless diagnosed as defective

- Rep.Gr 72 Control unit for rear left massage seat -J805-

Or

- Rep.Gr 72 Control unit for rear right massage seat -J806-

4) Once access has been gained, the operative should conduct a thorough inspection of the following:

- Pneumatic massage pads
- Air supply lines checking for bends/kinks (Figure 1 shows an example)
- Disconnected air supply lines
- Air leaks
- Referring to the applicable wiring diagram - Conduct a wiring integrity check of the applicable electrical circuits

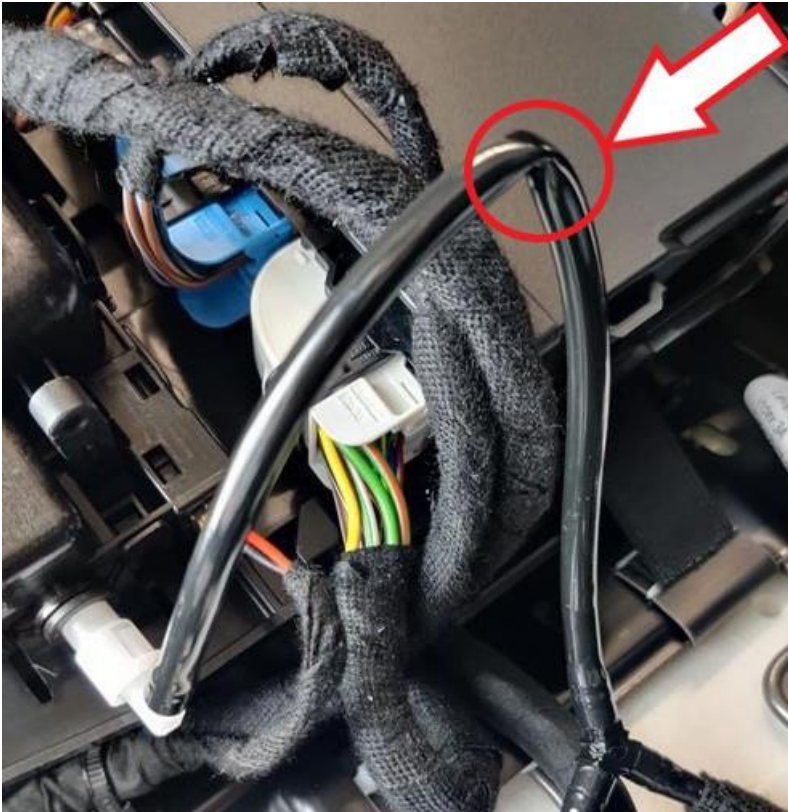


Figure 1

⚠ CAUTION

When diagnosing the source of an air leak within the seat massage system, DO NOT use high pressure air to assist in finding the leak, instead use a Mityvac or similar vacuum tool to help identify any leaks

- In the event an air supply line is found to be bent/kinked the operative should attempt to reposition the air supply line

However

- If this is not possible (Air supply line is damaged after repositioning) go to Step 5

5) Referring to the applicable Rep.Gr - Replace the applicable component

ⓘ NOTICE

The individual air supply lines are not available separately, in this scenario refer to the ETKA parts catalogue when ordering the required component (containing the air supply line)

Warranty accounting instructions

Warranty type - 110 or 910

Damage Service Number 72 48

Damage Code 00 10

Time to remove and refit (x1) rear seat

Labour Operation Code 72 48 19 00

Time 90 TU

Diagnostic time

Labour Operation Code 01 50 00 00

Time As per ODIS log (Must not exceed 20TU)

ⓘ NOTICE

Due to the numerous scenarios which may be evident, please refer to the labour operations section within Elsa pro for specific component replacement Labour Operation Codes For example: The replacement of the massage function valve block

NOTE: The massage function valve block is referenced as an example only and must not be assumed that the massage function valve block is the issue