

Technical product information

Topic	HVAC distribution/operational issues - HVAC Motor defect DTC's logged
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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)
Brand	Bentley
Transaction No.	2051519/12
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0008 - Climate Control Module	B116A09: Right rear temperature door motor Component malfunction		Intermittent
0008 - Climate Control Module	B10CC09: Right center vent motor Component malfunction		Intermittent
0008 - Climate Control Module	B109209: Recirculation flap motor Component malfunction		Intermittent
0008 - Climate Control Module	B173D09: Right footwell flap motor Component malfunction		Intermittent
0008 - Climate Control Module	B108D09: Right temperature flap positioning motor Component malfunction		static
0008 - Climate Control Module	B174F09: Right rear air door motor Component malfunction		static
0008 - Climate Control Module	B10DA09: Right footwell temperature door motor Component malfunction		Intermittent
0008 - Climate Control Module	B10D909: Left footwell temperature door motor Component malfunction		static
0008 - Climate Control Module	B10CB09: Left center vent motor Component malfunction		static
0008 - Climate Control Module	B173E09: Left footwell flap motor Component malfunction		static
0008 - Climate Control Module	B10C909: Left side vent motor Component malfunction		static
0008 - Climate Control Module	B10B709: Airflow door motor Component malfunction		static
0008 - Climate Control Module	B174F09: Right rear air door motor Component malfunction		Intermittent
0008 - Climate Control Module	B108D09: Right temperature flap positioning motor Component malfunction		Intermittent
0008 - Climate Control Module	B10D909: Left footwell temperature door motor Component malfunction		Intermittent
0008 - Climate Control Module	B10CB09: Left center vent motor Component malfunction		Intermittent
0008 - Climate Control Module	B173E09: Left footwell flap motor Component malfunction		Intermittent
0008 - Climate Control Module	B10C909: Left side vent motor Component malfunction		Intermittent
0008 - Climate Control Module	B10B709: Airflow door motor Component malfunction		Intermittent
0008 - Climate Control Module	B10DA09: Right footwell temperature door motor Component malfunction		static
0008 - Climate Control Module	B116A09: Right rear temperature door motor Component malfunction		static
0008 - Climate Control Module	B10CC09: Right center vent motor Component malfunction		static
0008 - Climate Control Module	B109209: Recirculation flap motor Component malfunction		static
0008 - Climate Control Module	B173D09: Right footwell flap motor Component malfunction		static

New customer code

Object of complaint	Complaint type	Position
air conditioning -> operation, air conditioning control	control units, services	
air conditioning -> ventilation, air distribution	component / consumables	
air conditioning -> operation, air conditioning control	functionality	
air conditioning -> ventilation, air distribution	functionality	

Vehicle data

New Continental GT/C and New 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		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

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		*	*	*
4V1*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

- HVAC distribution/operational issues
- HVAC motor defect (DTC's) evident within address 08 - Climatronic control unit, the DTC's can be static or Intermittent



NOTE: Before removing any of the following components to gain access to faulty motor(s) the operative **MUST** raise a technical DISS query to gain permission

Hint: A current ODIS log must be attached to the technical DISS query

- Dashboard assembly
- Head up display unit
- HVAC unit

NOTICE

Motors which do not require any of the previously mentioned components removing (as above) Do Not require permission to be replaced - For example: Motors which are located under the front seats, in this scenario a non technical DISS query should be raised, a current ODIS log MUST also be attached showing the defective motor and DTC(s)

Technical background

NOTICE

The following instructions should only be carried out on receipt of a valid customer complaint

Or

EB28 or EB29 have been conducted and the symptoms described are evident

Production change

Not applicable

Measure



Where VIN applicable the operative **MUST** conduct Service Campaign EB28 (Bentayga) or EB29 (New Continental GT/GTC)

Should any HVAC related issues or DTC's be evident the operative should replace the defective motor(s) as detailed within Rep.Gr 87 noting the following important information:

- Referring to Rep.Gr 87 the operative must clarify which motors can be replaced whilst the Dashboard assembly/Head up display unit and/or HVAC unit is removed

TIP: The instructions within Rep.Gr 87 vary depending on drive derivative (RHD or LHD) and model

NOTICE

Figure 1 (Bentayga) and Figure 2 (New Continental GT/GTC and New Flying Spur) show motors with Hardware H01 and Software S10, these motors do not require replacement unless they are faulty

Any motors which can ONLY be accessed after the dashboard assembly/Head up display unit and/or HVAC unit have been removed AND are identified as not having Hardware H01 and Software S10 MUST be replaced. This instruction must be followed to avoid a repeat repair. A repeat repair would result in the dashboard assembly/Head up display unit and/or HVAC unit requiring removal again which must be avoided

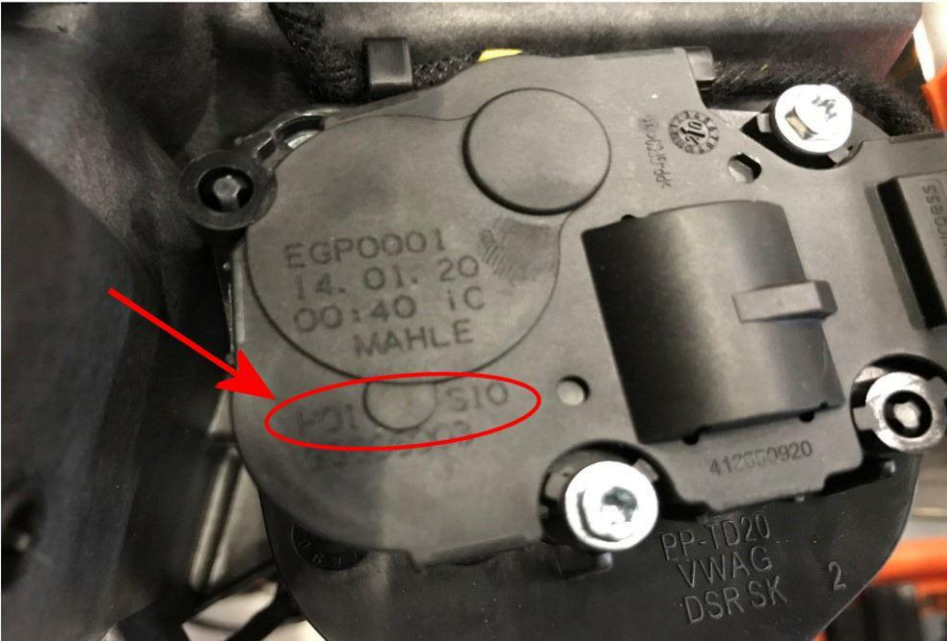


Figure 1



Figure 2

NOTICE

NOTICE: A road test must only be conducted if the Dashboard assembly/Head up display unit or HVAC unit has been removed, otherwise the HVAC performance can be checked without the requirement to road test the vehicle, ensuring the vehicle is parked in a well ventilated area when the engine is in operation

Warranty accounting instructions

NOTICE

Should the manufactures warranty be expired and the Dashboard assembly/Head up display unit and/or HVAC unit requires removal, the retailer should recommend the motors which can be accessed whilst the Dashboard assembly/Head up display unit and/or HVAC unit is removed are replaced

Warranty type 110 or 910
 Damage service number 87 20
 Damage code 00 40

HVAC Motors – New Continental GT/GTC and New Flying Spur

87 20 19 54	Positioning motor removed+reinstalled	10 TU
•	V107	
87 20 19 60	Positioning motor removed+reinstalled	10 TU
•	V113	
87 20 19 72	Positioning motor removed+reinstalled	10 TU
•	V411	
87 20 19 73	Positioning motor removed+reinstalled	10 TU
•	V412	
87 20 19 74	Positioning motor removed+reinstalled	10 TU
•	V299	
87 20 19 75	Positioning motor removed+reinstalled	10 TU
•	V300	
87 20 19 76	Positioning motor removed+reinstalled	10 TU
•	V71	
87 20 19 77	Positioning motor removed+reinstalled	10 TU
•	V237	
87 20 19 78	Positioning motor removed+reinstalled	10 TU
•	V238	
87 20 19 79	Positioning motor removed+reinstalled	10 TU
•	V581	
<u>HVAC Motors – Bentayga</u>		
87 20 19 54	Positioning motor removed+reinstalled	60 TU
•	V107	
87 20 19 10	Positioning motor removed+reinstalled	20 TU
•	V113	
87 20 19 72	Positioning motor removed+reinstalled	20 TU
•	V411	
87 20 19 73	Positioning motor removed+reinstalled	20 TU
•	V412	
87 20 19 74	Positioning motor removed+reinstalled	20 TU
•	V299	
87 20 19 75	Positioning motor removed+reinstalled	30 TU
•	V300	
87 20 19 76	Positioning motor removed+reinstalled	10 TU
•	V71	
87 20 19 77	Positioning motor removed+reinstalled	10 TU
•	V237	
87 20 19 78	Positioning motor removed+reinstalled	10 TU
•	V238	
87 20 19 79	Positioning motor removed+reinstalled	10 TU
•	V581	

Bentayga

70 18 19 00 Dash panel removed+reinstalled	550 TU (without Head-Up Display)
70 18 19 05 Dash panel removed+reinstalled	610 TU (with Head-Up Display)
85 15 19 00 HVAC unit removed+reinstalled	1620 TU (without Head-Up Display)
85 15 19 01 HVAC unit removed+reinstalled	1680 TU (with Head-Up Display)

New Continental GT

70 18 19 00 Dash panel removed+reinstalled	500 TU (without Head-Up Display)
70 18 19 01 Dash panel removed+reinstalled	560 TU (with Head-Up Display)
85 15 19 00 HVAC unit removed+reinstalled	1220 TU (without Head-Up Display)
85 19 01 HVAC unit removed+reinstalled	1290 TU (with Head-Up Display)

New Continental GTC

70 18 19 00 Dash panel removed+reinstalled	490 TU (without Head-Up Display)
70 18 19 01 Dash panel removed+reinstalled	550 TU (with Head-Up Display)
85 15 19 00 HVAC unit removed+reinstalled	1270 TU (without Head-Up Display)
85 15 19 01 HVAC unit removed+reinstalled	1330 TU (with Head-Up Display)

New Flying Spur

70 18 19 00 Dash panel removed+reinstalled	500 TU (without Head-Up Display)
70 18 19 01 Dash panel removed+reinstalled	530 TU (with Head-Up Display)
85 15 19 00 HVAC unit removed+reinstalled	1100 TU (without Head-Up Display)
85 15 19 01 HVAC unit removed+reinstalled	1170 TU (with Head-Up Display)

All Models

01 21 00 00 - Road test - 50 TU

NOTICE: A road test must only be conducted if the Dashboard assembly/Head up display unit or HVAC unit has been removed

01 50 00 00 - Diagnosis time - As per ODIS log (must not exceed 20 TU)

Parts information

Refer to ETKA parts catalogue