

# Technical product information

<b>Topic</b>	Engine intermittently fails to start/Kombi pop up 'Engine start system: fault'
<b>Market area</b>	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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2061362/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	28-Sep-2023

## 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		*	*	*
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		*	*	*

# Documents

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

## 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