

Technical product information

Topic	Keyless door entry does not work - Front Outside Door Handle(s) - Touch Sensor DTC B147613 present
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.	2062257/5
Level	EH
Status	Released for publishing
Release date	29-Sep-2023

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0046 - Comfort System Central Control Module	B147713: Right Front Outside Door Handle Touch Sensor Open circuit		Intermittent
0046 - Comfort System Central Control Module	B147713: Right Front Outside Door Handle Touch Sensor Open circuit		static
0046 - Comfort System Central Control Module	B147613: Left front exterior door handle touch sensor Open circuit		Intermittent
0046 - Comfort System Central Control Module	B147613: Left front exterior door handle touch sensor Open circuit		static

New customer code

Object of complaint	Complaint type	Position
access control, driving authorisation, antitheft protection -> vehicle locking/unlocking -> door unlocking	functionality -> partially without function	
access control, driving authorisation, antitheft protection -> vehicle locking/unlocking -> door locking	functionality -> partially without function	
access control, driving authorisation, antitheft protection -> locking	functionality	
body fixtures and fittings -> doors -> exterior door handle	component / consumables -> damaged	

Vehicle data

New Continental GT/GTC and New Flying Spur including Hybrid

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		*	*	*
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Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement:

Keyless entry does not work

Workshop findings:

Front Outside Door Handle(s) Touch Sensor open circuit DTC's present within address 0046

NOTE: The afore mentioned issue does not affect the ability to lock/unlock the vehicle manually by inserting the key into either of the front door locks or by using the lock/unlock buttons on the ignition key fob



The issue could occur on either side as per the onward DTC's

0046	0046 - Comfort System Central Control Module	B147713	B147713	B147713: Right Front Outside Door Handle Touch Sensor Open circuit	SST00001	Intermittent
0046	0046 - Comfort System Central Control Module	B147713	B147713	B147713: Right Front Outside Door Handle Touch Sensor Open circuit	SST00003	static
0046	0046 - Comfort System Central Control Module	B147613	B147613	B147613: Left front exterior door handle touch sensor Open circuit	SST00001	Intermittent
0046	0046 - Comfort System Central Control Module	B147613	B147613	B147613: Left front exterior door handle touch sensor Open circuit	SST00003	static

Technical background

Refer to the Measure section of this TPI

Production change

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Measure

1) Perform a check of the Kessy wiring fitment through the exterior door handle as follows:

- Referring to Rep.Gr 57 - Remove the applicable front exterior door handle assembly
- Referring to Rep.Gr 70 - Remove the applicable front door trim panel

2) Referring to the applicable wiring diagram:

- Referring to Figures 1 and 2 - Perform a check of the wiring that is routed through the exterior door handle (from the convenience control module), including the wiring inside the clear heat shrink or insulating tape
- In the event that any wires show damage or signs of chaffing/breaks continue with the suggested repair as detailed in Step 3



Figure 1



Figure 2

3) Repair the broken or damaged wires as per Rep.Gr 97

TIP: Where possible, extend the length of the wires by 10mm

- Ensure the wiring does not clash with and components in particular the window mechanism

4) Referring to the applicable Rep.Gr - Refit all previously removed components

Warranty accounting instructions

Warranty Type 110 or 910

Damage Service Number 57 11

Damage Code 00 40

Time to remove x1 front exterior door handle

Labour Operation Code 57 11 19 00

Time 10 TU

Remove and refit front door trim panel x1

Labour Operation Code 70 59 19 00

Time 20 TU

Wiring repairs

Labour

Labour Operation Code 97 09 41 52

Time 40 TU