

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.	2051519/13
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
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	B116A09: Right rear temperature door 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

Technical background



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



NOTE: Before removing any of the components listed below to access faulty motor(s) the operative **MUST** first raise a technical DISS query and gain permission to remove any of the components listed below (Warranty payment may be cancelled should permission not be granted via DISS)

- Dashboard assembly
- Head up display unit
- HVAC unit

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

NOTICE

Accessible motors which do not require any of the previously listed components removing do not require prior permission to be replaced

For example:

*Motors which are located underneath the front seats, in this instance a non technical DISS query should be raised, a current up to date ODIS log **MUST** also be attached showing the defective motor and DTC(s) the accessible motor can then be replaced*

NOTICE

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

Or

EB28

or

EB29

Were conducted and the symptoms described are evident

Production change

Not applicable

Measure

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

Although

The following important information must be observed:

- Referring to Rep.Gr 87 the operative must clarify which motors can be replaced if the Dashboard assembly/Head up display unit and/or HVAC unit requires removal for motor access, 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 removing again **which must be avoided**

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

NOTICE

Refer to the following motor replacement guidelines (depending on the Hardware and Software level) the following 3 scenarios apply to motors which are only accessible with the Dashboard assembly/Head up display unit and/or HVAC unit removed

Note: Figure 1 shows a Bentayga motor and Figure 2 shows a New Continental GT/GTC and New Flying Spur motor

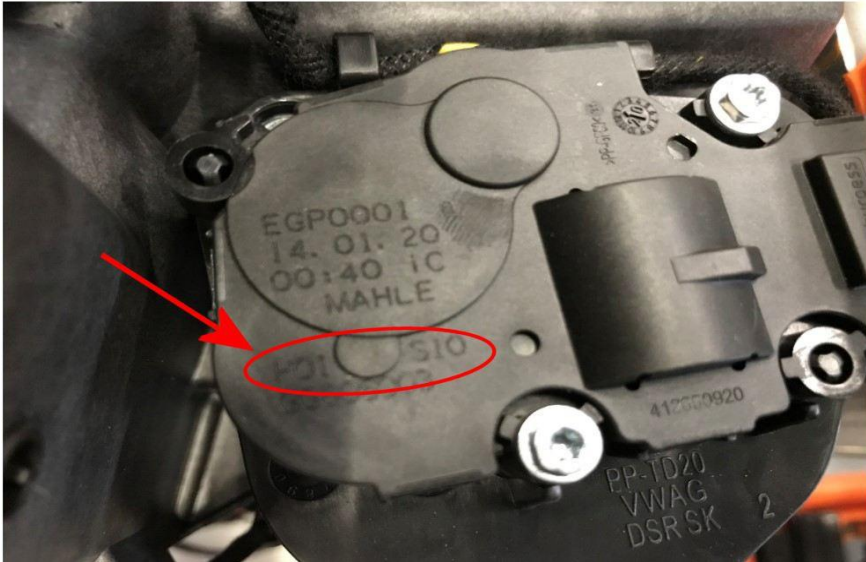


Figure 1



Figure 2

Scenario 1- Motors identified as PRIOR/BEFORE Hardware H01 and Software S10

- Replace all motors ensuring the latest specification parts are ordered and fitted

Scenario 2 - Motors identified as Hardware H01 and Software S10

- Motors **MUST NOT** be replaced unless diagnosed **and** proven to be faulty

Scenario 3 - Motors identified as POST/AFTER Hardware H01 and Software S10

- Motors **MUST NOT** be replaced unless diagnosed **and** proven to be faulty

For example: Motors with H07 / S11 should not be replaced unless faulty

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 and reinstalled 10 TU

- V107

87 20 19 60 Positioning motor removed and reinstalled 10 TU

- V113

87 20 19 72 Positioning motor removed and reinstalled 10 TU

- V411

87 20 19 73 Positioning motor removed and reinstalled 10 TU

- V412

87 20 19 74 Positioning motor removed and reinstalled 10 TU

- V299

87 20 19 75 Positioning motor removed and reinstalled 10 TU

- V300

87 20 19 76 Positioning motor removed and reinstalled 10 TU

- V71

87 20 19 77 Positioning motor removed and reinstalled 10 TU

- V237

87 20 19 78 Positioning motor removed and reinstalled 10 TU

- V238

87 20 19 79 Positioning motor removed and reinstalled 10 TU

- V581

HVAC Motors – Bentayga

87 20 19 54 Positioning motor removed and reinstalled 60 TU

- V107

87 20 19 10 Positioning motor removed and reinstalled 20 TU

- V113

87 20 19 72 Positioning motor removed and reinstalled 20 TU

- V411

87 20 19 73 Positioning motor removed and reinstalled 20 TU

- V412

87 20 19 74 Positioning motor removed and reinstalled 20 TU

- V299

87 20 19 75 Positioning motor removed and reinstalled 30 TU

- V300

87 20 19 76 Positioning motor removed and reinstalled 10 TU

- V71

87 20 19 77 Positioning motor removed and reinstalled 10 TU

- V237

87 20 19 78 Positioning motor removed and reinstalled	10 TU
• V238	
87 20 19 79 Positioning motor removed and reinstalled	10 TU
• V581	

Bentayga

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

New Continental GT

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

New Continental GTC

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

New Flying Spur

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

All Models

01 21 00 01 - Road test - 30 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