

Technical product information

Topic	Keyless door entry does not work - Front Outside Door Handle(s) - Touch Sensor DTC B147613 and/or B147713 are 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.	2062257/6
Level	EH
Status	Approval
Release date	

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 Series

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

Keyless door entry does not work - Front Outside Door Handle(s) - Touch Sensor DTC B147613 and/or B147713 are present

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 following DTC's

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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

Technical background

In the event the symptoms are as described please refer to the Measure section of this TPI

Revision history - TPI 2062257/6

- VIN cut off added within the Production change section
- Photographs must be taken of the wiring before the repair is conducted and attached to a new or existing technical DISS query

Production change

NOTICE

In the event the symptom is as described and the VIN is post SCBC11ZG6RC013351 the operative must raise a technical DISS query and await feedback before conducting any further repairs

Measure

WARNING

VERY IMPORTANT: Vehicles with a High voltage system MUST only be worked on by suitably qualified personnel

CAUTION

VERY IMPORTANT: Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a High voltage system

1) Perform a visual 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) Refer to the applicable wiring diagram(s) and the following:

- 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 and/or insulation 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



The operative must take photographs which clearly shows the VIN and the condition of the wiring before the rework was conducted

Hint: The photographs will be required for warranty purposes, should photographs not be supplied via a new or existing technical DISS query the warranty claim may be cancelled

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) Check the operation of the keyless operation, should the operation be to specification - Refer to the applicable Rep.Gr and refit all previously removed components

Warranty accounting instructions



The operative must take photographs which clearly shows the VIN and the condition of the wiring before the rework was conducted

Hint: The photographs will be required for warranty purposes, in the event the before rework photographs are not supplied via a new or existing technical DISS query the warranty claim may be cancelled

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