

Technical product information

Topic	Rear side window blind/s fail to operate - Parts return requirement
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.	2068847/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> sunblind operation -> electrically lower side window blind	functionality -> without function / defect	
body fixtures and fittings -> sunblind operation -> mechanically raise side window blind	functionality -> without function / defect	

Vehicle data

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Rear side window blind(s) do not operate

NOTICE

The following most common failure modes should be considered before proceeding with the replacement of the rear side window blind

- Rear blind/s do not operate following a CAN bus sleep
- Rear blind/s do not operate if the switch operation is a 'prolonged' hold instead of a 'Press and release' operation
- Rear blind/s do not operate following the loss of control module basic settings
- Rear blind/s will also not operate if the 'Child Lock' is on
- Rear blind/s will cease to operate if there are repeated operations of the blind sufficient to trigger a failsafe mode (usually between 10 to 15 operations in a very short period)
- As instructed within the owner's handbook, the rear blind/s will not operate if the rear window is in the lowered position
- The blind will also not operate in extreme cold temperature for example -10 degrees Celsius or 14 degrees, Fahrenheit.

CAUTION

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

Technical background

TPI Revision history 2068847/2

- TPI revised to include 24 M/Y vehicles
- Applicability updated to include all regions

In the event that the rear side window blind is diagnosed as faulty and requires replacement, the operative should replace the rear side window door blind Rep.Gr 70 - Once replaced the operative should note the following:

- Do Not attempt any rework on the blind or attempt further diagnosis as the blind should be left in same the condition as when removed
- Raise a non-technical DISS query stating TPI 2068847/- has been conducted
- Attach a current ODIS log to the non-technical DISS query ensuring any rear side blind related DTC's are evident within the ODIS log
- Return the blind via the standard parts return system ensuring the rear blind is suitably protected
- Once received the blind will be returned to the supplier for further investigation

Production change

Under review

Measure

Refer to the Technical background section

Warranty accounting instructions

Time to replace (x1) rear door blind

Warranty type 110 or 910

Damage service number 69 96

Damage code 00 40

Labour

Labour operation code 69 96 19 01

Time 70 TU

Parts information

Refer to the ETKA parts catalogue