

Technical product information

Topic	Front or rear door(s) - Soft close function failure - DTC B122D29 is evident
Market area	Australia E04 Bentley rest Asia and Australia (6E04),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.	2072938/1
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0052 - Passenger's door electronics	B122D29: Lock unit for central locking Range/Performance		Intermittent
0052 - Passenger's door electronics	B122D29: Lock unit for central locking Range/Performance		static
0062 - Left rear door electronics	B122D29: Lock unit for central locking Range/Performance		Intermittent
0062 - Left rear door electronics	B122D29: Lock unit for central locking Range/Performance		static
0072 - Right rear door electronics	B122D29: Lock unit for central locking Range/Performance		Intermittent
0072 - Right rear door electronics	B122D29: Lock unit for central locking Range/Performance		static
0042 - Driver's door electronics	B122D29: Lock unit for central locking Range/Performance		Intermittent
0042 - Driver's door electronics	B122D29: Lock unit for central locking Range/Performance		static

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> doors	noise, vibration	
body fixtures and fittings -> door, closures operation	functionality	
body fixtures and fittings -> door, closures operation -> close door	noise, vibration -> noise	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*

Documents

Document name
master.xml

Front or rear door(s) - Soft close function failure - DTC B122D29 is evident

Customer statement / workshop findings

Customer statement

- Front or rear door(s) - Soft close function failure

Workshop findings

- DTC B122D29 is evident within one or a combination of the front and / or rear door control unit(s)

Technical background

Soft close feature does not operate to specification (front and / or rear)

NOTICE

Although the soft close feature does not operate the door can be manually closed / latched

Production change

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Measure

NOTICE

NOTICE: Before proceeding the operative must raise a new DISS query or respond via an existing DISS query

IMPORTANT DISS REQUIREMENT: The operative must confirm the issue is evident and attach a video which clearly shows the issue

NOTE: Permission must be received via the open DISS query before continuing with the onward instructions

Step 1 - Soft close function and DTC check

- Using ODIS erase DTC B122D29 from the applicable door control unit(s)
- Ensure the bonnet, boot and all doors are closed
- Lock the vehicle
- Wait 5 minutes to allow the vehicle to go into bus silence
- When 5 minutes has elapsed, unlock the vehicle
- Open the applicable door
- Check the soft close function is operating to specification

Yes (soft close function is operating to specification) and DTC B122D29 is no longer evident

- Fully open and close the applicable door (x5) times to confirm the soft close function is operating to specification
- Confirm DTC B122D29 is no longer evident



Should the soft close function be operating to specification and DTC B122D29 is not evident no further action is required

Or

Should the soft close function not be operating to specification and / or DTC B122D29 is evident the operative must go to Step 2

Step 2 - Door control unit replacement

- Request permission via DISS to replace the door control unit **IMPORTANT:** Attach a short video confirming the issue is still evident
- Referring to Rep.Gr 57 (front) or Rep.Gr 58 (rear) - Replace the applicable door control unit



IMPORTANT: The operative must ensure the door trim is refitted as per all Rep.Gr instructions before conducting the remaining steps

- Check DTC B122D29 is no longer evident
- Using ODIS erase DTC B122D29 from the applicable door control unit
- Ensure the bonnet, boot and all doors are closed
- Lock the vehicle
- Wait 5 minutes to allow the vehicle to go into bus silence
- When 5 minutes has elapsed, unlock the vehicle
- Open the applicable door
- Check the soft close function is operating to specification

Yes (soft close function is operating to specification) and DTC B122D29 is no longer evident

- Fully open and close the applicable door (x5) times to confirm the soft close function is operating to specification
- Confirm DTC B122D29 is no longer evident



Should the soft close function be operating to specification and DTC B122D29 is not evident no further action is required
Or

Should the soft close function not be operating to specification and / or DTC B122D29 is evident the operative must go to Step 3

Step 3 - Door latch replacement

- Request permission via DISS to replace the door latch **IMPORTANT:** Attach a short video confirming the issue is still evident
- Referring to Rep.Gr 57 (front) or Rep.Gr 58 (rear) replace the applicable door latch

Note: For reference purposes Figure 1 shows an example of a door latch



Figure 1

IMPORTANT: The operative must ensure the door trim is refitted as per all Rep.Gr instructions before conducting the remaining steps

- Using ODIS erase DTC B122D29 from the applicable door control unit
- Ensure the bonnet, boot and all doors are closed
- Lock the vehicle
- Wait 5 minutes to allow the vehicle to go into bus silence
- When 5 minutes has elapsed, unlock the vehicle
- Open the applicable door
- Check the soft close function is operating to specification

Yes (soft close function is operating to specification) and DTC B122D29 is not evident

- Fully open and close the affected door (x5) times to confirm the soft close function is operating to specification
- Check DTC B122D29 is no longer evident



Should the soft close function be operating to specification and DTC B122D29 is not evident no further action is required
Or

Should the soft close function not be operating to specification and / or DTC B122D29 is evident the operative should respond via the open DISS query and await feedback before conducting any further work

Warranty accounting instructions

Warranty Type 110 or 910

Front door latch

Damage Service Number 57 17

Damage Code 00 20

Rear door latch

Damage Service Number 58 17

Damage Code 00 20

Front door control unit

Damage Service Number 64 38

Damage Code 00 20

Rear door control unit

Damage Service Number 64 38

Damage Code 00 20

Door control unit replacement

Time to remove and refit the front door trim (x1)

Labour

Labour operation code 70 59 19 00

Time 20 Time units

Time to remove and refit the rear door trim (x1)

Labour

Labour operation code 70 73 19 00

Time 20 Time units

Time to replace the front door control unit

Labour operation code 64 38 19 50

Time 10 Time units

Time to replace the rear door control unit

Labour operation code 64 38 19 51

Time 10 Time units

Diagnostic time

Labour operation code 01 50 00 00

Time As per ODIS log must not exceed 20 Time units

Door latch replacement

Time to remove and refit the front door trim (x1)

Labour

Labour operation code 70 59 19 00

Time 20 Time units

Time to remove and refit the rear door trim (x1)

Labour

Labour operation code 70 73 19 00

Time 20 Time units

Time to replace the front door latch

Labour operation code 57 17 55 00

Time 20 Time units

Time to replace the rear door latch

Labour operation code 58 17 55 00

Time 30 Time units

Diagnostic time

Labour operation code 01 50 00 00

Time As per ODIS log must not exceed 20 Time units

Parts information

Refer to the ETKA parts catalogue