

Technical product information

Topic	HVAC operation issues/HVAC Motor defect DTC's logged
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2051519/6
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0008 - Air Conditioning	B174F09: Right rear air door motor Component defect		Intermittent
0008 - Air Conditioning	B108D09: Right temperature flap positioning motor Component defect		Intermittent
0008 - Air Conditioning	B10D909: Left footwell temperature door motor Component defect		Intermittent
0008 - Air Conditioning	B10CB09: Left center vent motor Component defect		Intermittent
0008 - Air Conditioning	B173E09: Left footwell flap motor Component defect		Intermittent
0008 - Air Conditioning	B10C909: Left side vent motor Component defect		Intermittent
0008 - Air Conditioning	B10B709: Airflow door motor Component defect		Intermittent
0008 - Air Conditioning	B10DA09: Right footwell temperature door motor Component defect		static
0008 - Air Conditioning	B116A09: Right rear temperature door motor Component defect		static
0008 - Air Conditioning	B10CC09: Right center vent motor Component defect		static
0008 - Air Conditioning	B109209: Recirculation flap motor Component defect		static
0008 - Air Conditioning	B173D09: Right footwell flap motor Component defect		static
0008 - Air Conditioning	B10DA09: Right footwell temperature door motor Component defect		Intermittent
0008 - Air Conditioning	B116A09: Right rear temperature door motor Component defect		Intermittent
0008 - Air Conditioning	B10CC09: Right center vent motor Component defect		Intermittent
0008 - Air Conditioning	B109209: Recirculation flap motor Component defect		Intermittent
0008 - Air Conditioning	B173D09: Right footwell flap motor Component defect		Intermittent
0008 - Air Conditioning	B108D09: Right temperature flap positioning motor Component defect		static
0008 - Air Conditioning	B174F09: Right rear air door motor Component defect		static
0008 - Air Conditioning	B10D909: Left footwell temperature door motor Component defect		static
0008 - Air Conditioning	B10CB09: Left center vent motor Component defect		static
0008 - Air Conditioning	B173E09: Left footwell flap motor Component defect		static
0008 - Air Conditioning	B10C909: Left side vent motor Component defect		static
0008 - Air Conditioning	B10B709: Airflow door motor Component defect		static

New customer code

Object of complaint	Complaint type	Position
air conditioning -> operation, air conditioning control	functionality	
air conditioning -> ventilation, air distribution	functionality	
air conditioning -> operation, air conditioning control	control units, services	
air conditioning -> ventilation, air distribution	component / consumables	

Vehicle data

New Continental GT and New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*

Bentayga

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		*	*	*

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

HVAC operation issue and HVAC motor defect (DTC/s) evident within address 08 – Climatronic control unit, the DTC/s can be static or sporadic, *for example:*

'B108D09: Right temperature flap positioning motor - Component defect'

Technical background

The HVAC motor/s can become jammed causing HVAC operation issues.

Production change

All vehicles from the following VIN's have a later level of software in the HVAC control module at the time of manufacture:

New Continental GT/GTC - SCBDD33S3KC072318

Bentayga - SJAAU14V8KC026756

New Flying Spur – Latest software installed at the time of manufacture

Measure

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

- *NOTE: Should no issues or DTC/s be evident after conducting the applicable Service Campaign no further action is required*
- *IMPORTANT: Should issues or DTC/s be evident after EB28 or EB29 is conducted please follow the remaining instructions*

Or

If the vehicle previously had EB28 or EB29 conducted or the Service Campaigns are not applicable or the vehicle is a New Flying Spur

Or

An issue with the HVAC system and/or DTC's are evident, follow the remaining instructions

1) Locate the affected HVAC motor - Refer to Rep. Gr 87

2) Lightly tap the casing of the motor with, for example, a screwdriver handle

- Attempt to clear any remaining DTC/s

3) If the DTC/s clear and the motor is working as expected - Carry out basic settings of the HVAC control module and recheck for any DTC's

Or

If the DTC/s do not clear - The affected motor/s should be replaced noting the following:

VERY IMPORTANT: In the event that any motors are diagnosed as faulty and require replacement, the retailer MUST raise a DISS query and await feedback before replacing any motors, should any motors be replaced and permission was not given through the open DISS query warranty claims will be rejected

- Replace the faulty motor - Refer to Rep. Gr 87

- Once replaced ensure all DTC/s are cleared

- Carry out basic settings of the HVAC control module

Warranty accounting instructions

For all Labour operation times refer to ElsaPro, You MUST ensure the correct warranty time is used to replace the applicable motor

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Parts information

Refer to ETKA parts catalogue