

Technical Service Bulletin

Topic	Front or rear door(s) - Soft close function failure - DTC B122D29 Bentayga 22MY - 25MY
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.	2072938/5
Level	EH
Status	Released for publishing
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Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0072 - Right rear door electronics	B122D29: Lock unit for central locking implausible signal		Intermittent
0062 - Left rear door electronics	B122D29: Lock unit for central locking implausible signal		Intermittent
0062 - Left rear door electronics	B122D29: Lock unit for central locking implausible signal		static
0042 - Driver's door electronics	B122D29: Lock unit for central locking implausible signal		Intermittent
0042 - Driver's door electronics	B122D29: Lock unit for central locking implausible signal		static
0052 - Passenger's door electronics	B122D29: Lock unit for central locking implausible signal		Intermittent
0052 - Passenger's door electronics	B122D29: Lock unit for central locking implausible signal		static
0072 - Right rear door electronics	B122D29: Lock unit for central locking implausible signal		static

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors, lids operation -> close	noises, vibrations ->	

door	noise	
body attachments and installations -> doors	noises, vibrations	
body attachments and installations -> doors, lids operation	functionality	

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		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*

Documents

Document name
master.xml

Condition

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)

In the event the issue is as described the operative must conduct the instructions within the Measure section of this TPI



NOTICE

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

Revision history

TPI 2072938/2

Door control unit replacement has been removed from the Measure section

TPI 2072938/4

The measure section has been amended to remove the need to raise a DISS query in all scenarios

Production Solution

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Service

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 latch replacement

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 raise a full technical DISS query and await feedback before conducting any further work

Warranty

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

Door latch replacement

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

Labour

Labour operation code 70 59 19 00

Time 20 TU

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

Labour

Labour operation code 70 73 19 00

Time 20 TU

Time to replace the front door latch

Labour operation code 57 17 55 00

Time 20 TU

Time to replace the rear door latch

Labour operation code 58 17 55 00

Time 30 TU

Diagnostic time

Labour operation code 01 50 00 00

Time As per ODIS log (must not exceed 20 TU)

Required Parts and Tools

Refer to the ETKA parts catalogue