

Technical Service Bulletin

Topic	HVAC operation issues/HVAC Motor defect DTC's logged
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2051519/5
Level	EH
Status	Released for publishing
Release date	Dec 18, 2019

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
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
climate control -> operation, climate control	functionality	
climate control -> ventilation, air distribution	functionality	
climate control -> operation, climate control	control modules, services	
climate control -> ventilation, air distribution	component, automotive fluids	

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



Condition

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 servomotor can become jammed causing HVAC operation issues.

Production Solution

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

Service

The following repair should only be carried out on receipt of a valid customer complaint, any DTC's stored without a valid customer complaint should be ignored.

Should the DTC's be static and cannot be erased this must be corrected as follows:

□

For any motors which require the Dashboard or Heads up control unit to be removed to gain access to the motors please raise a DISS query prior to removing either of these two components

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

1. Lightly tap the casing of the motor with, for example, a handle from a screwdriver then erase the DTC.
2. If the DTC erases, carry out basic settings of the HVAC control module then recheck for DTC's. If the DTC does not erase or returns then continue to point 3
3. Remove fixings which secure the motor to the HVAC unit

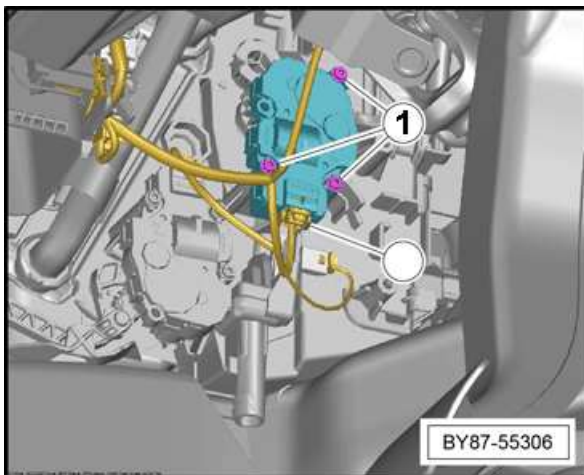


Figure 1 - Right foot well temperature flap motor (V581) is shown as an example only

4. With care attempt to manoeuvre/reposition the motor (without completely removing it from the HVAC assembly)
5. Secure the fixings -1- then erase the DTC
6. If the DTC erases, carry out basic settings of the HVAC control module. If the DTC does not erase the motor should be replaced.
7. If applicable to your vehicle please ensure Service Campaign EB28 (Bentayga) or EB29 (New Continental GT/GTC) has also been applied.

Warranty

For all Labour operation times refer to ElsaPro.

Required Parts and Tools

Refer to ETKA parts catalogue