

# 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

-

## 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