

## Technical product information

<b>Topic</b>	Tailgate (Rear lid) power open / close function sporadic or inoperative
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2047170/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Door, closures operation -> Electrically open rear lid	functionality -> defective function sequence	
Body fixtures and fittings -> Door, closures operation -> Electrically open rear lid	functionality -> cannot be opened	
Body fixtures and fittings -> Door, closures operation -> Electrically close rear lid	functionality -> defective function sequence	
Body fixtures and fittings -> Door, closures operation -> Electrically close rear lid	functionality -> cannot be closed	

### New workshop code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Closures -> Rear-lid drive unit	component / consumables -> damaged	> not specified <

## Vehicle data

### Bentayga

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>

Tailgate (Rear lid) power open / close function sporadic or inoperative

## Customer statement / workshop findings

Tailgate fails to power open or power open function is sporadic

Tailgate fails to power close or power close function is sporadic

## Technical background

Tailgate motor output link structural failure has been reported. Bentley Engineering request further detail to establish root cause.

**Note if the tailgate power opens and closes over its full travel but fails to soft close, this TPI is not relevant**

## Production change

Under investigation

## Measure

During investigations into tailgate power open / close function failures please submit a DISS technical query detailing:

1. At which point in the open or close cycle did the failure first occur please question the customer to determine this information



Figure 1

2. Attach a photograph of damaged output link, Note: check both right hand and the left hand motor output links see example figure 1

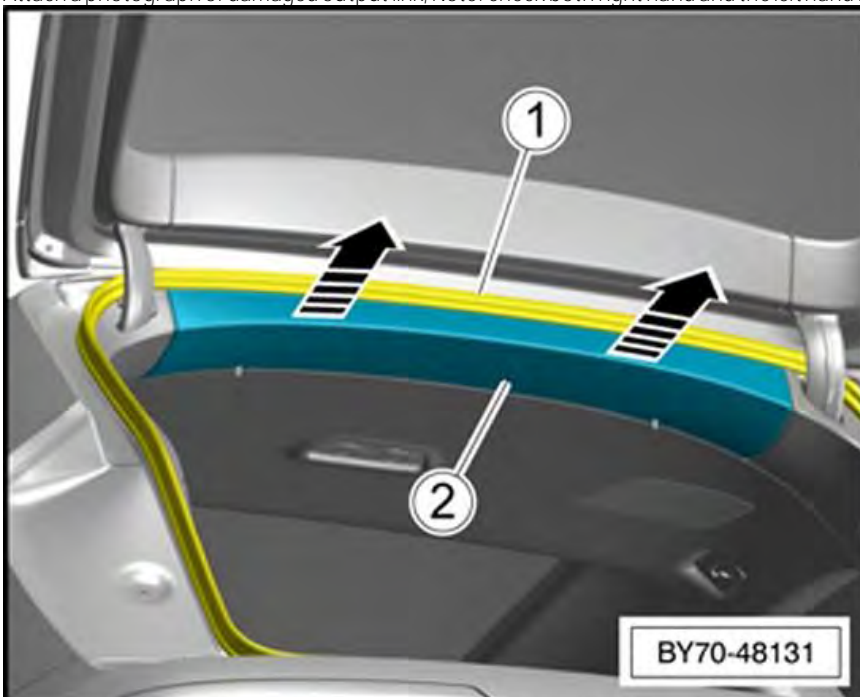


Figure 2

- To access inspect and photograph output link
- Disengage the roof end trim panel from the boot lid seal - 1 -
- Carefully unclip the remainder of the roof end trim panel - 2 -
- With the roof trim panel removed the motor output link can be inspected - 3 - (see Figure 3)

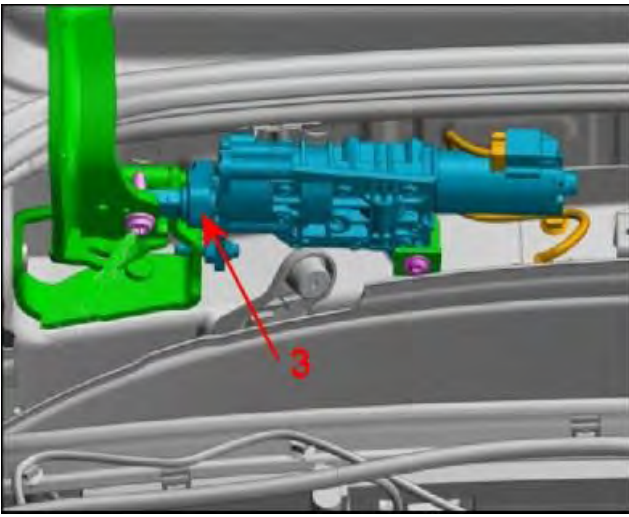


Figure 3

3. Additionally for UK retailers: Bentley Engineering request an opportunity to view the failure mode at the retailer. Therefore for UK retailers please indicate on DISS request if a visit can be scheduled

### **Warranty accounting instructions**

Warranty Type	110 or 910
Labour Operation Code	55 61 02 99
Damage Service Number	55 61
Damage Code	00 40
Time	20 TU (this covers the check on both the left and right motor links)