

Technical product information

Topic	Bentayga - Tailgate power latch fails to operate
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2047235/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Door, closures operation -> Close tailgate	functionality -> without function / defect	
Body fixtures and fittings -> Door, closures operation -> Electrically close rear lid	functionality -> without function / defect	
Body fixtures and fittings -> Door, closures operation -> Electrically close rear lid	functionality -> partially without function	
Body fixtures and fittings -> Door, closures operation -> Electrically close rear lid	functionality -> defective function sequence	

New workshop code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Closures -> Rear lid power-latching control unit -> Rear-lid power-latching motor	functionality -> without function / defect	

Vehicle data

Bentayga

Sales types

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

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SJA	*	*	*	*	C	000001	017688		

Documents

Document name
master.xml
master.doc

Bentayga - Tailgate power latch fails to operate

Customer statement / workshop findings

Tailgate (rear lid) power closes but fails to latch.

Bowden cable has detached from the Tailgate power latch actuator.

Technical background

In certain circumstances, the Bowden cable used to power latch the tailgate may become detached from the power latch actuator – figure 1.



Figure 1

Production change

Introduction of a cable tie to prevent the Bowden cable detaching from the power latch actuator, an improved securing method is currently under investigation.

Measure

With a confirmed report of a tailgate powering closed but NOT power latching, check the integrity of the Bowden cable attached to the tailgate power latch actuator – figure 1.

Remove the tailgate lower trim – figure 2 – refer to **Repair Group 70 - Trim, Noise Insulation – Tailgate trim – Tailgate lower trim – To remove and fit.**

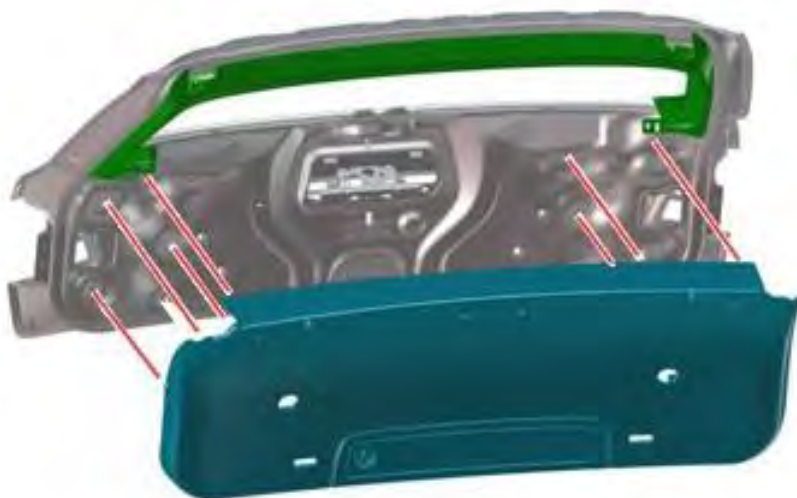


Figure 2

If the Bowden cable is detached from the actuator – figure 1 - inspect the securing tangs for damage – figure 3 - tangs that are slightly deformed are acceptable, broken or missing tangs will require the power latch actuator to be replaced – refer to **Repair Group 55 – Bonnet, flaps, cab, central**

locking – Tailgate and fittings – Tailgate power latching motor – To remove and fit.

If the Bowden cable is not detached from the power latch actuator, a cable tie must still be installed in order to prevent the possibility of this failure occurring in the future, this should be done when the reason for the failure to latch has been established.

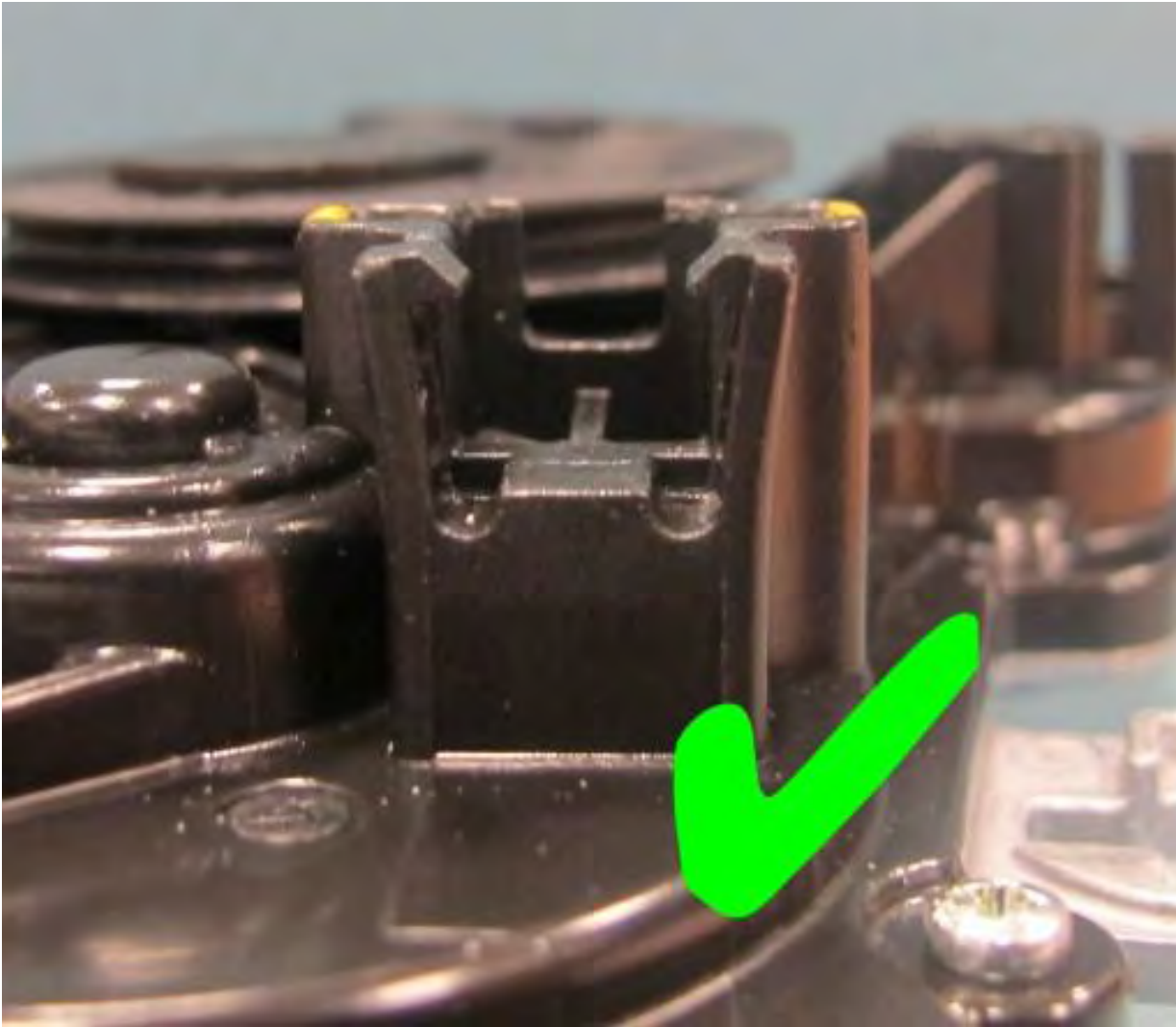


Figure 3

If the tangs are serviceable, refit the Bowden cable to the power latch motor – figure 4 - ensure location "4" is used – figure 5.



Figure 4



Figure 5

Fit a cable tie into the position shown – figure 6.

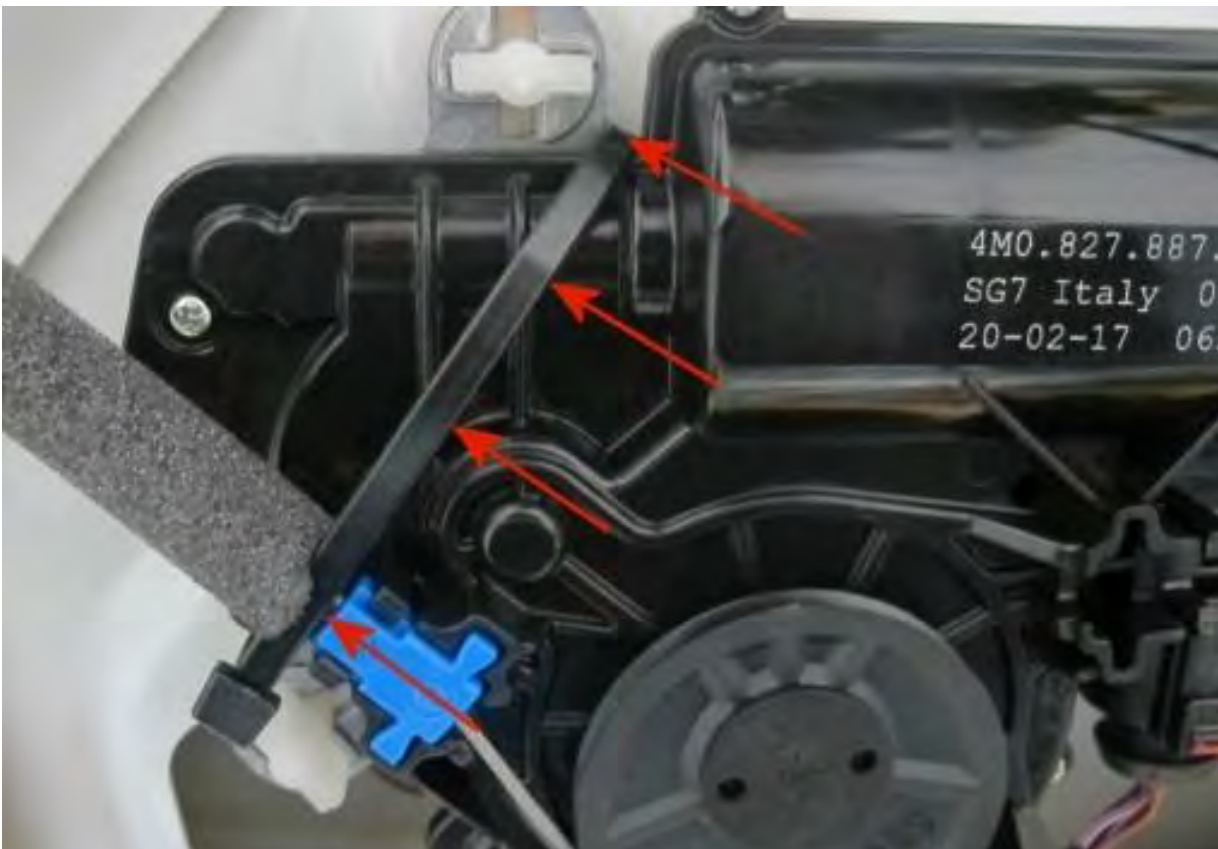


Figure 6

Note: When fitting the cable tie DO NOT over tighten – figures 7 / 8.

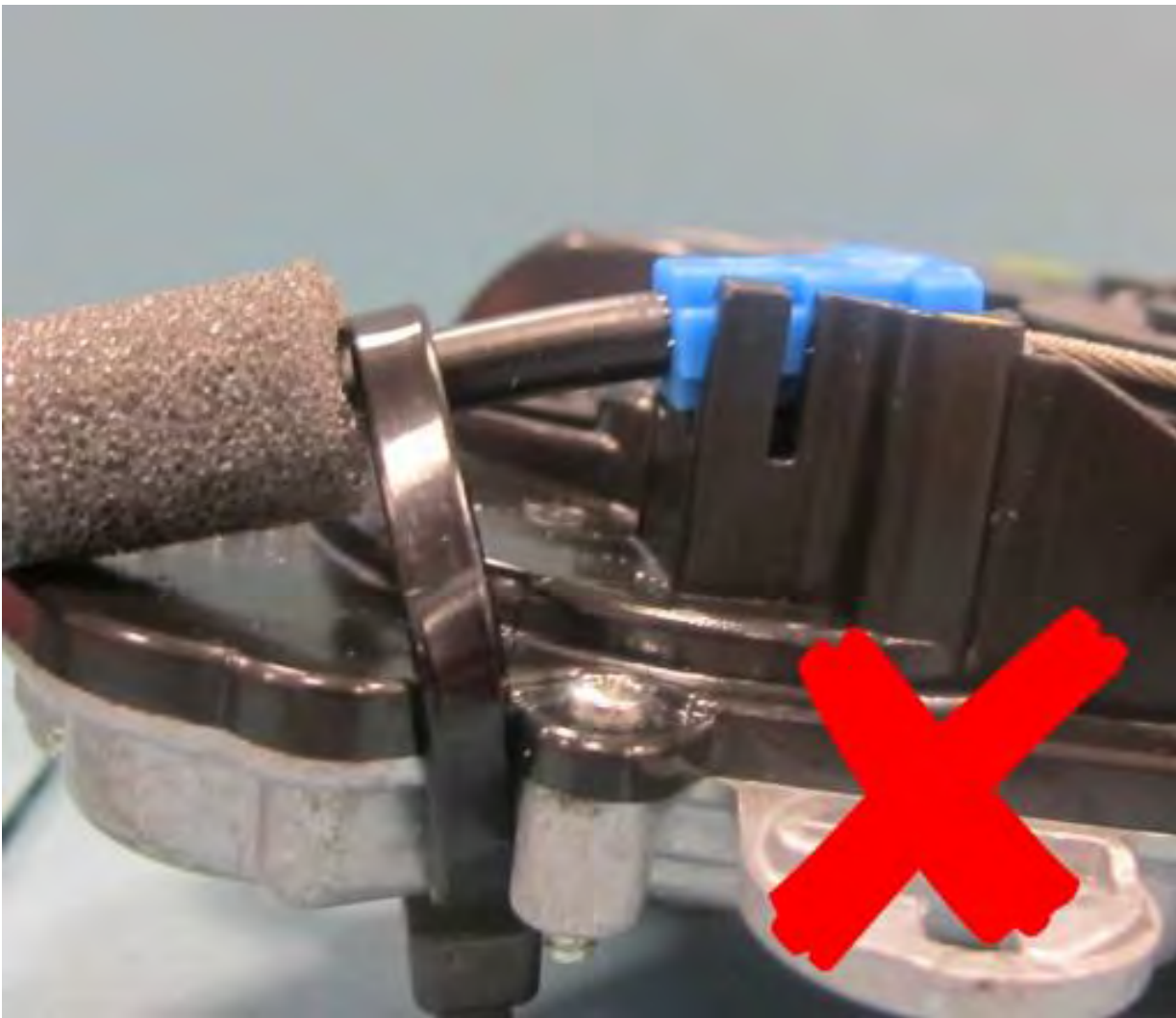


Figure 7



Figure 8

Refit the tailgate trim – Refer to ***Repair Group 70 - Trim, Noise Insulation – Tailgate trim – Tailgate lower trim – To remove and fit.***
Check functionality of the Tailgate Latching Actuator.

Warranty accounting instructions

Warranty Type	110 or 910
Labour Operation Code	58414199
Damage Service Number	5841
Damage Code	0018
Time	50TU