

## Technical product information

<b>Topic</b>	Slow front window motor operation
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2057981/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	03-Jul-2020

### New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> glazing, window lifters -> side window	component / consumables -> wrong	front left
body fixtures and fittings -> glazing, window lifters -> side window	component / consumables -> wrong	front right

## Vehicle data

### Bentayga series

#### 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		*	*	*
4V1*	2021	E		*	*	*

## Documents

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

## Customer statement / workshop findings

Slow operation of the left and/or right hand front window lift motor

## Technical background

Refer to the checks within the Measure section before replacing a front window lift motor

The checks within the Measure section are imperative as some motors which have been returned to Bentley Motors exhibit no faults, therefore the issue may not be the motor.

## Production change

Not applicable

## Measure

If the operation appears slow compared to the opposing window please check/confirm the following prior to replacing any motors:

- Conduct a battery test – Rep. Gr 27 – Conduct any recommended next steps and retest the operation of the affected front window(s)
- Check and confirm the window channels are free of dirt and/or debris
- Check and confirm correct window seal fitment
- Check and confirm the window channels are adjusted correctly
- Check and confirm security of the window channels and motor
- Check and confirm the window mechanism is operating smoothly
- If all previous checks prove there are no other issues, consider fitting a known good window lift motor and retest, should the motor be proven to be at fault it should be replaced – Refer to Repair Gr 64

NOTE: A groundless replacement of a front window lift motor under warranty could be debited in the event that no fault is found with any returned front window lift motor(s)