

Technical product information

Topic	Bentayga - Boot open/close function inoperative
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2060581/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation -> open rear lid	functionality -> cannot be opened	
body fixtures and fittings -> door, closures operation -> close rear lid	functionality -> cannot be closed	

Vehicle data

Bentayga 21 Model Year

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Boot operational issues

For example:

- The boot does not open/close as expected

Technical background

VERY IMPORTANT: Please ensure all VIN applicable TPI's and VIN applicable Service Campaigns are checked and conducted prior to conducting the instructions within this TPI

NOTE: The operative MUST submit the following information to a new DISS or existing DISS query relating to boot operational issues

- Completed check list
- Images of the vehicle condition - In particular the boot area (Ensure license plate and VIN details are not visible)
- Video of the failure NOTE: Please capture (when possible) the rear of the vehicle for at least one open/close operation before zooming in or moving closer to the issue, the video MUST be recorded in a quiet environment
- Battery health as Rep.Gr27 - Printout of the results and attach to the DISS query

NOTE: Please ensure any other findings or issues relating to the boot are clearly described within the DISS query

▪ Do Not submit or update the DISS query unless ALL information (as previously requested) is attached

Production change

Not applicable

Measure

▪ TIP: Please ensure all instructions have been fully adhered to within the Technical background section before commencing any further

Battery Test

- Carry out a battery test - Rep.Gr27 and attach a printout of the results to the open DISS query

Check list (Please circle Yes or No as applicable)

Boot failure description

Does not open	Yes or No
Does not close	Yes or No
Does not fully open	Yes or No
Noise - Vibration	Yes or No
Harsh operation	Yes or No

Comments

Frequency of the failure

Every operation	Yes or No
Most operations	Yes or No
Occasionally	Yes or No
Noise - Vibration	Yes or No
In Specific conditions	Yes or No

(Weather - incline - decline - Temperature)

Comments

Inputs where failure occurs

- | | |
|--|-----------|
| Key fob | Yes or No |
| Boot button | Yes or No |
| Internal button (Close) | Yes or No |
| Internal button close and lock | Yes or No |
| Virtual pedal | Yes or No |
| No | |
| Driver door switch | Yes or No |
| Manually moving the boot and it powers closed/open | Yes or No |

Audio inspection

- | | |
|--------------------|-----------|
| Single beep | Yes or No |
| Continuous beep | Yes or No |
| Creak/Squeak/Other | Yes or No |

Comments

Visual inspection (Please circle OK or NOK as applicable)

- | | | | |
|-----------------------|----|----|-----|
| Gap and profile | OK | or | NOK |
| Seal fit | OK | or | NOK |
| Witness marks/clashes | OK | or | NOK |

Comments

▪ If any area of the visual inspection is NOK please highlight on the images below

NOTE: Please also ensure any additional photographs and fault descriptions are attached/included within the DISS query



