

## Technical product information

<b>Topic</b>	New Flying Spur - Boot open/close function inoperative
<b>Market area</b>	Russische Föderation (5RU),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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2060645/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	07-Nov-2022

### 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

### New Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

## Documents

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

## Customer statement / workshop findings

Boot operational issues for example:

- The boot does not open or 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 query or an existing 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 the rear of the vehicle for at least one open/close operation (when possible) before zooming or moving in closer to the issue, the video MUST be recorded in a quiet environment
- Battery health - Print out of the results

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

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

### Hazard light operation

With the boot open – press the boot close switch - On closure observe the hazard lights for the following:

- Hazard lights flash twice - Normal operation (Acknowledgement of the key or virtual pedal) - No further action required
- Hazard lights flash four times – Key fob is possibly in the incorrect position (Vehicles is detecting the key in the boot area and will not close to prevent locking the key in the boot – investigate further and retest)
- 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
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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

