

Technical product information

Topic	Unable to open the glovebox when using the key or the key does not enter the lock fully
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2069554/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> operation of storage compartments, trims -> lock glove box lid	functionality -> without function / defect	> not specified <

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*

Documents

Document name
master.xml

Unable to open the glovebox when using the key or the key does not enter the lock fully

Customer statement / workshop findings

Unable to open the glovebox when using the key or the key does not fully enter the lock (Figure 1)



Figure 1

Technical background

Ensure the fault is as described within the Customer statement, refer to the *video on the Bentley Hub* referencing TPI 2069554/-
Once the symptom is confirmed please refer to the instructions within the Measure section

Production change

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Measure

NOTICE

Ensure when conducting the onward instruction that all trim is suitably protected, warranty claims will not be considered for any damage on or around the glove box

WARNING

DO NOT ATTEMPT TO FORCE THE KEY INTO THE GLOVEBOX LOCK AS DAMAGE CAN BE CAUSED TO THE LOCK AND KEY WHICH WILL NOT BE COVERED BY WARRANTY

- 1) Using a suitable lock lubricant - Apply a small amount of lubricant into the glovebox lock
- 2) With care attempt to install the key into the glovebox lock
 - Remove the key
- 3) Rotate the key 180 degrees and attempt to install the key into the glovebox lock
- 4) Once successfully installed the operative attempt to unlock/lock the glovebox using the key
 - Should the issue now be resolved no further action is required

However

5) Should the issue still be evident the operative should repeat steps 1,2 and 3 twice more

- Should the issue now be resolved no further action is required

However

Should the issue not be resolved the operative should raise a DISS query and await feedback before conducting any further work

 **NOTICE**

Do Not replace any parts unless authorised

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 68 12

Damage code 00 17

Labour operation code 68 10 41 00 (Use 99 index until 23/03/23)

Time 10 TU

Parts information

Lock lubricant – Source locally