

Technical product information

Topic	Rear door soft close function is not operating to specification
Market area	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)
Brand	Bentley
Transaction No.	2069592/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	rear left
body fixtures and fittings -> door, closures operation -> door power latching	functionality -> without function / defect	rear right

New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> doors -> rear-door control unit	control units, services -> software faulty	left
body fixtures and fittings -> doors -> rear-door control unit	control units, services -> software faulty	right
body fixtures and fittings -> doors -> driver door control unit	control units, services -> software faulty	
body fixtures and fittings -> doors -> passenger door control unit	control units, services -> software faulty	

Vehicle data

Bentayga EWB

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZV1*	2023	E		*	*	*

Documents

Document name
master.xml

Rear door soft close function is not operating to specification

Customer statement / workshop findings

The rear door soft close function is not operating to specification (left and/or right hand side)

Technical background

NOTICE

The operative should refer to the Bentley Hub referencing TPI 2069592/- to confirm the issue is as described, once confirmed the operative should refer to the instructions within the Measure section

Production change

Under investigation

Measure

1) Referring to Rep.Gr 27 - Conduct a 12 volt battery test, in the event the battery is to specification please continue with the onward next steps
However

If the battery condition is not to specification, this must be rectified before proceeding to Step 2

2) Referring to Rep.Gr 27 - Connect a suitable battery charger

3) Referring to Rep.Gr 58 Rear door - To remove, fit and set - Check to confirm the rear door set is to specification - Adjust as required

4) Adjust the rear door striker as follows:

- Loosen but do not remove the fixings (Figure 1)

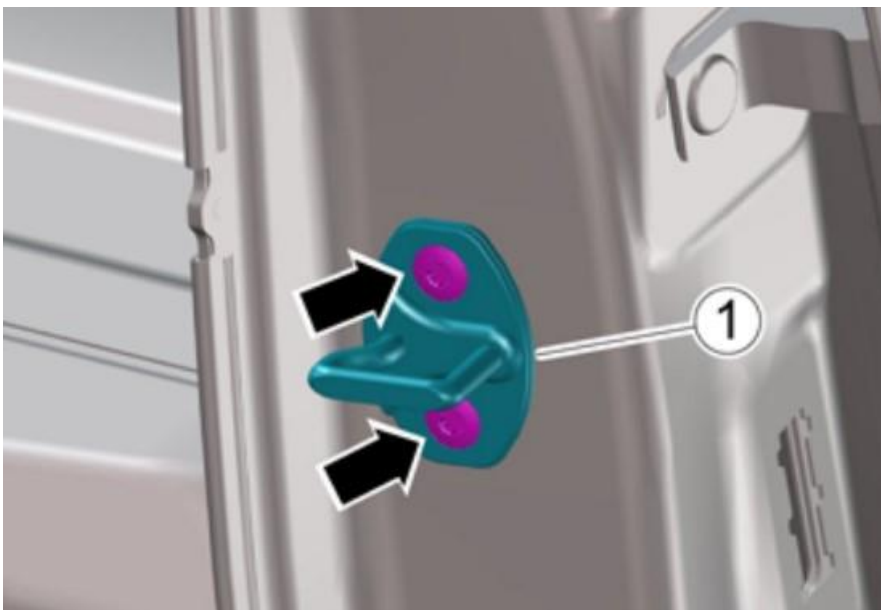


Figure 1

- Referring to Figures 2 and 3 - Adjust the position of the striker (1) so it is located centrally in the door latch (2)

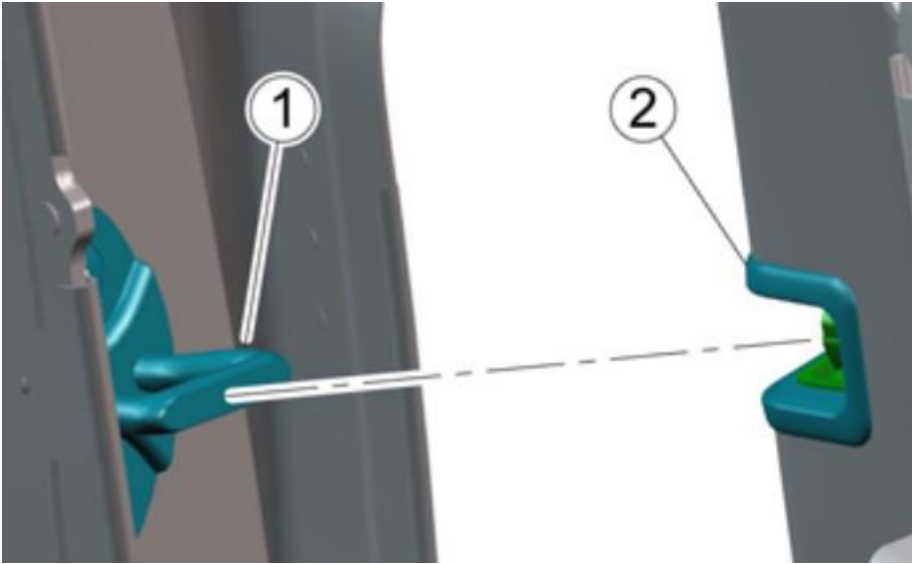


Figure 2

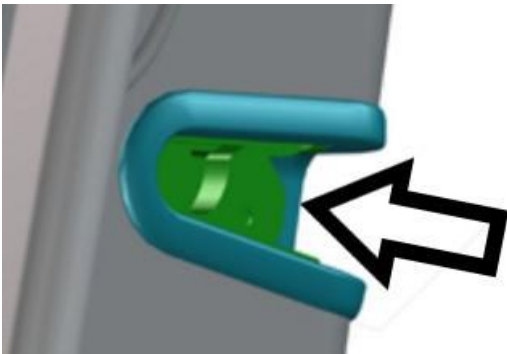


Figure 3

- Secure the fixings to 25Nm
- On completion the striker should be central with the latch as shown in Figure 4



Figure 4

5) Check to confirm if the soft close function is operating to specification

TIP: If now operating to specification after conducting steps 1 - 5 no further action is required

However

In the event the issue is not resolved the operative should conduct the remaining steps until completion (Steps 6 -10)

NOTICE

The onward instructions are shown using the left hand rear door however the instructions are the same regardless of which side is affected

6) Referring to Figure 6 - Fully install the tubing 180mm into the door seal through the rear door seal lower drain hole

CAUTION

The drain hole size **MUST NOT** be increased to allow the 8mm tubing to be installed. The tubing can be inserted without increasing the diameter

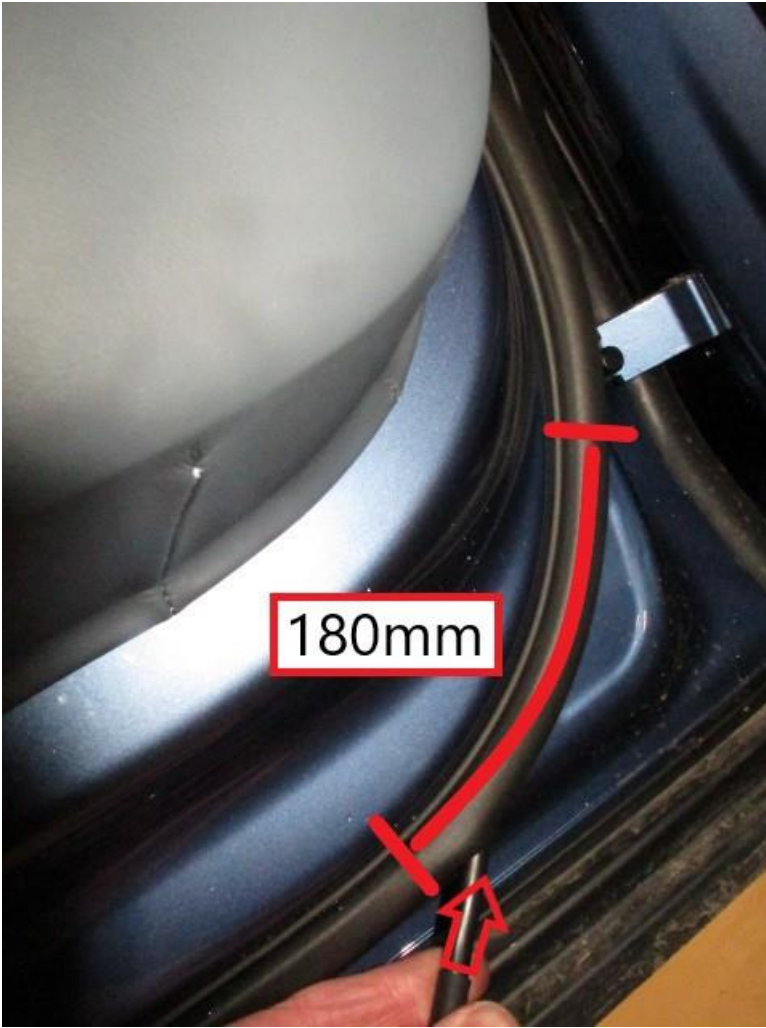


Figure 6

7) Referring to Figures 7 and 8 - Fully install the 550mm length of tubing through the rear door seal lower drain hole

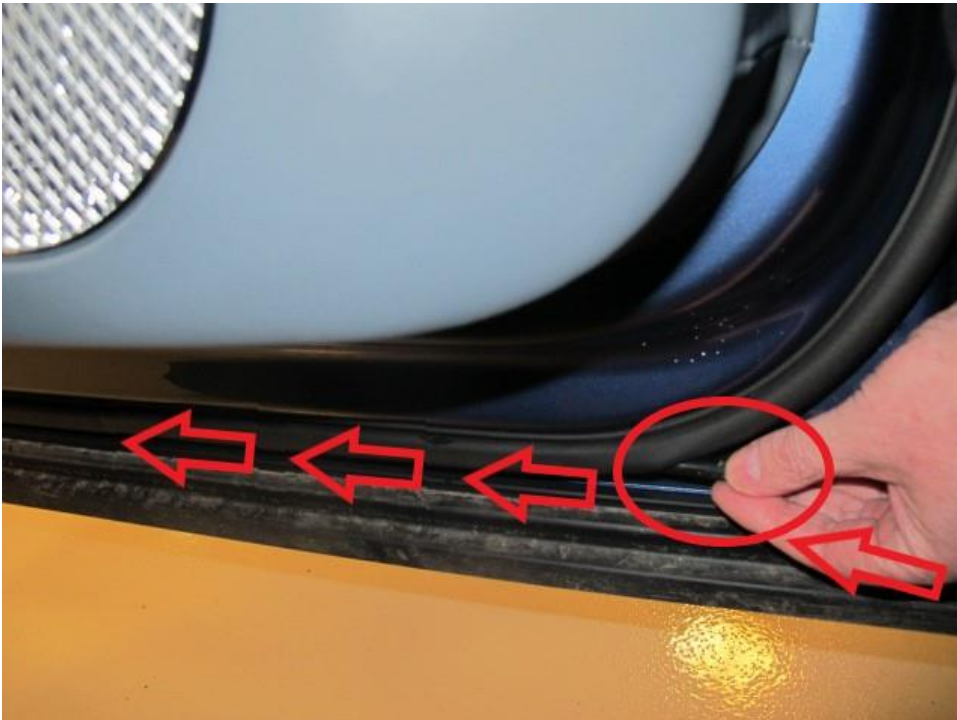


Figure 7

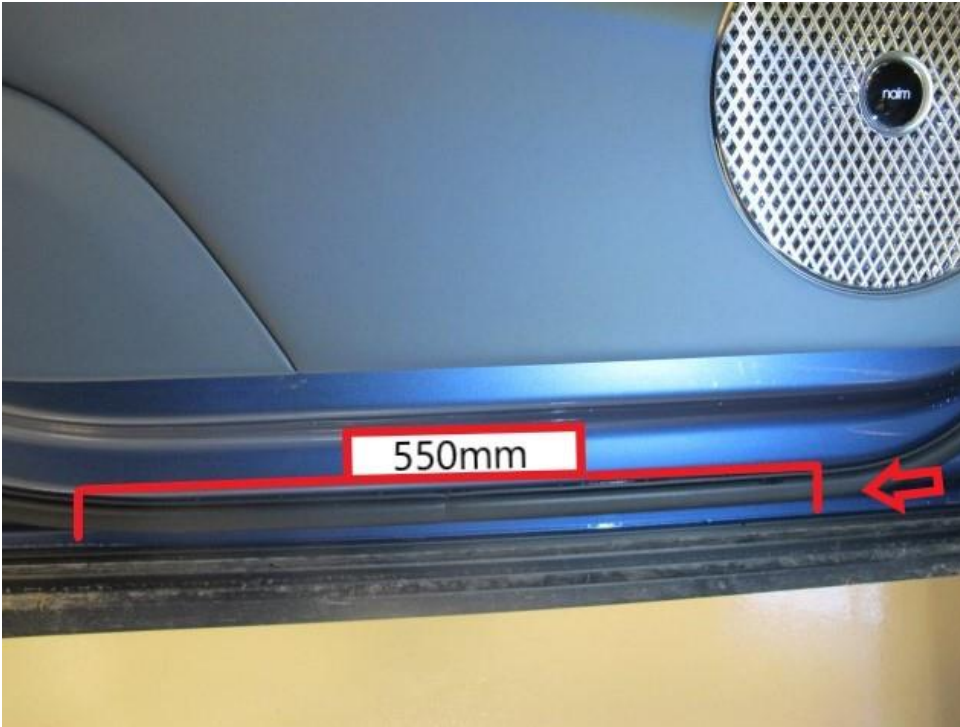


Figure 8

⚠ CAUTION

Ensure a suitable battery charger is connected to the vehicles 12 volt system before proceeding with the onward steps
– VERY IMPORTANT: Ensure the rear lid, opposing rear door and both front doors remain closed

- 8) Check to confirm the soft close door issue is operating to specification, once confirmed conduct the remaining functionality checks
 - Open and close the rear door (x5) times using the soft close function
 - All doors should now stay closed for 30 minutes
- 9) After 30 minutes has elapsed - Repeat step 8 a further 3 times
- 10) Using a hose pipe or jet wash - Check for any signs of water ingress on or around the rear door/rear door seal
- 11) Conduct a short road test to confirm that no wind noise is evident

Warranty accounting instructions

Warranty Type - 110 or 910

Damage Service Number - 58 51

Damage code - 00 55

Battery test

Labour Operation Code 27 06 01 00

Time 10 TU

Time to conduct steps 3 - 5 (x1) door

Labour Operation Code 58 25 15 00

Time 10 TU (Use 99 index until 23/03/23)

Time to conduct steps 3 - 5 (x2) doors

Labour Operation Code 58 25 16 00

Time 20 TU (Use 99 index until 23/03/23)

Time to conduct steps 6 - 7 (x1) door

Labour Operation Code 58 64 41 00

Time 10 TU (Use 99 index until 23/03/23)

Time to conduct steps 6 - 7 (x2) doors

Labour Operation Code 58 64 41 01

Time 20 TU (Use 99 index until 23/03/23)

Time to conduct Steps 8 - 10 (x2) doors

Labour Operation Code 58 64 01 00

Time 20 TU (Use 99 index until 23/03/23)

Time to conduct a short road test

Labour Operation Code 01 21 00 99

Time 25 TU

NOTICE

Submit (x2) claims in the event that both rear doors had the soft close issue

Parts information



550mm x 8mm rubber tubing

180 x 8mm rubber tubing

NOTICE

The tubing should be 8mm (outer diameter) rubber tubing

– The tubing should be sourced locally