

## Technical product information

<b>Topic</b>	Complaints of rear power door function received - Minimal requirements when opening a new DISS query
<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>	2069498/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation	functionality	

## Vehicle data

### Bentayga EWB

#### Sales types

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

## Documents

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

## Customer statement / workshop findings

Customer reports one or a combination of the following symptoms:

- Rear door(s) don't appear to fully open
- High resistance can be felt/experienced by the customer when opening and/or closing the rear door(s)
- The issue can affect both rear doors or a single door only
- Door(s) sporadically go stiff but recovers on the next open/close cycle
- Door(s) goes stiff towards end of the opening motion
- Door(s) side to side operation differs in operational forces
- Door(s) soft close function is not operating

### NOTICE

In the event the symptoms described are evident the operative must conduct the instructions within the Measure section of this TPI and attach all requested information to a new or existing DISS query

## Technical background

### NOTICE

NOTE TO PRODUCT SUPPORT:

**On receipt of all requested information Product Support MUST second level the DISS query to the applicable Senior Engineer, Product Support MUST wait for a response from the Senior Engineer before replying to the DISS query**

## Production change

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## Measure

**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

- 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 Test - Carry out a battery test - Rep.Gr 27 and attach a print out of the results to the open DISS query
- Current ODIS log MUST be attached to the DISS query including the software level of the rear power door control units as follows:



### Software level confirmation

- **Select Front door control unit (Driver door control unit and Passenger door control unit) > Select guided functions> Read control unit identification**
- **The software will then be read and displayed**



### **Check list (Please circle Yes or No as applicable)**

#### **Rear power door failure description**

Does not open	Yes or No
Does not close	Yes or No
Does not fully open	Yes or No
Does not fully close	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**

**Soft Close door failure description, rear doors do not again soft close on gentle opening and quick release of the following:**

- Left rear external handle            Yes or No
- Left rear internal handle            Yes or No
- Right rear external handle            Yes or No
- Right rear internal handle            Yes or No

**Comments**

**Inputs where failure occurs**

- Door switch            Yes or No
- Manually moving the door            Yes or No
- Engine running            Yes or No

**How was the car parked?**

Level - Uphill - Downhill

**Was the car parked in an underground car park?**

Yes or No

**What was the temperature and weather conditions when the issue occurred?**

**Comments**

Had the car been parked for a time prior to the failure or was it immediately after driving?

How long was the previous rear power door operation (before the failure)?

Has the car been driven since then?

**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**