

## Technical product information

<b>Topic</b>	New Continental GT - Boot fails to power open/close
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2052413/8
<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 -> close rear lid	functionality -> cannot be closed	left
body fixtures and fittings -> door, closures operation -> close rear lid	functionality -> cannot be closed	right
body fixtures and fittings -> closures -> rear lid release switch (exterior)	functionality -> too stiff	
body fixtures and fittings -> door, closures operation -> electrically open rear lid	functionality -> defective function sequence	

### New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> closures -> rear lid	functionality -> too stiff	
body fixtures and fittings -> closures -> rear-lid drive unit	functionality -> without function / defect	> not specified <

## Vehicle data

### New Continental GT

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*

## Documents

Document name
master.xml

## Customer statement / workshop findings

Power boot operation stops during the open and/or close cycle

The boot operation can stop at any point during the open/close cycle

## Technical background



**HINT: The operative should ensure the latest available version of this TPI (as per Elsa Pro) is followed - Do Not refer to any other earlier versions**

The issue can occur regardless of the method selected to open/close the boot for example:

- Remote control key
- Boot lid interior and exterior switches
- Drivers door boot lid release switch
- Hands free boot operation

### CAUTION

Before conducting the instructions within the Measure section the operative MUST ensure the following Prerequisite checks are followed:

- Boot lid gap and profile tolerances are to specification as per Rep.Gr 55 - Boot lid to set
- Confirm the boot lid trim is fitted to specification and not damaged - Rep.Gr 70
- Confirm the boot lid seal is fitted correctly and not damaged - Rep.Gr 55

### Boot fails to open/close

- Referring to Rep.Gr 27 - Battery - To test - Follow all applicable recommendations and retest the operation of the boot

### Boot fails to close

- Check the trim around the rear lid closure button (E574) is located correctly on the boot lid trim panel - Confirm the trim is not compressing the switch causing the switch to stick

### Boot fails to open

- In the event the boot off the lid lifts away from the latch but does not drive

Or

fails to drive in any position - Refer to the applicable wiring diagram and conduct an electrical integrity check of the boot lid drive motor circuits

- Clean the connections as required and reconnect – Retest the operation of the boot
- If the symptom is still evident – Referring to Rep.Gr 55 - Replace the boot lid drive units

### Boot does not open (unlatches then latches)

- Within the Boot lid to set procedure - Ensure the boot bump stops are adjusted to specification (Figure 1)
- The bump stops should be in contact with the cover lock carrier

HINT: The interaction should be strong enough to give a positive popping noise on opening however if this is not the case, incorrect adjustment could be the direct cause of this particular issue

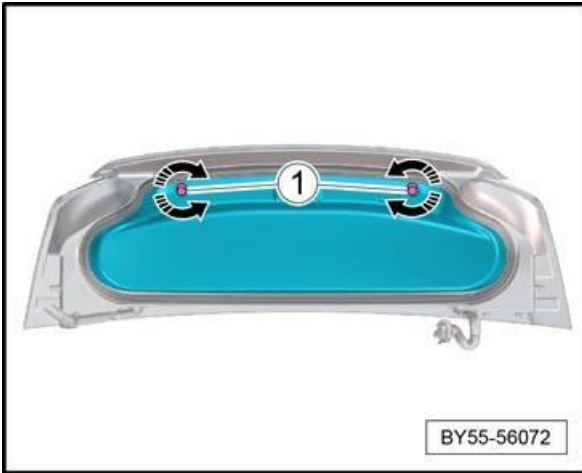


Figure 1

## Production change

-

## Measure

### NOTICE

Before commencing please ensure the Prerequisite checks described within the Technical background have been conducted

### CAUTION

The software update and replacement of the left and right hand boot hinges must be completed at the same time

- 1) Replace the left and right hand rear lid hinges - Refer to Rep.Gr 55
- 2) **For vehicles built prior to VIN SCBCD13S0KC070901 - Referring to Rep. Gr 55 - Replace the Boot lid latch**



**VERY IMPORTANT:** Once the rear lid hinges have been replaced and boot lid latch (depending on VIN) the operative must check to confirm the boot lid gap and profile is to specification as per Rep.Gr 55 - Boot lid to set

- 3) Confirm the **part number and Record Number - Target data Container** of the Rear lid power opening control unit -J938- as follows:
  - Navigate to address 006D Rear lid power opening control unit -J938
  - The part number/target data container should be checked through guided functions > identify control unit

Control Unit Address	Part Number	Software Version	Record Number -Target Data Container	Record Version - Target Data Container Version
006D - Rear lid power opening control unit -J938-	8W8959107E	172	V03.935.373.ES	1



**In the event the part number is not 8W8959107E**

- **Replace the original 006D - Rear lid power opening control unit -J938- Refer to Rep.Gr 97 with 8W8959107E**
- **Conduct the applicable replace test**
- **Conduct the software update**
- **Conduct all applicable Basic settings (Where applicable)**

Or

- **In the event the part number is 8W8959107E however the Record Number – Target data Container is not V03.935.373.ES**
- **Conduct the software update only**
- **Conduct all applicable Basic settings (Where applicable)**

## Software update

- Select and run Guided fault finding
- Referring to Figure 2 - Within the Special functions tab select SVM - Code input (A) then select Perform test (B)

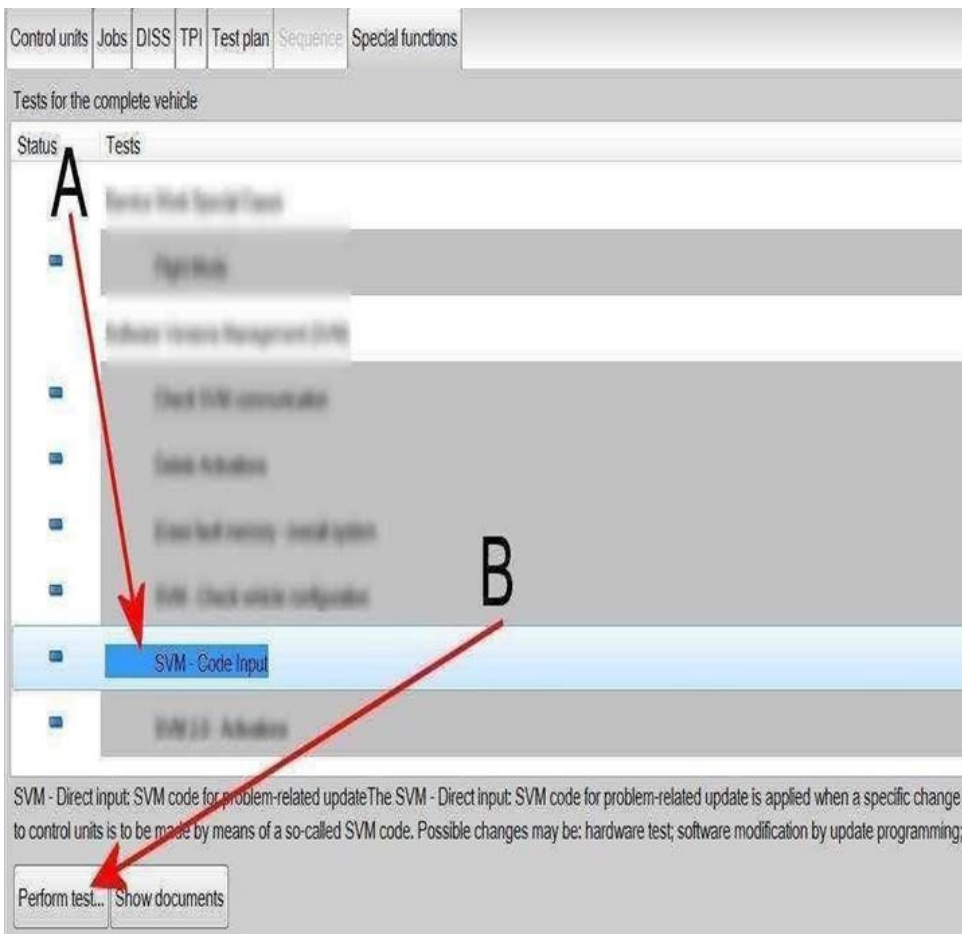


Figure 2

4) On the next screen enter the SVM code 3706DJWPT01 (Figure 3)

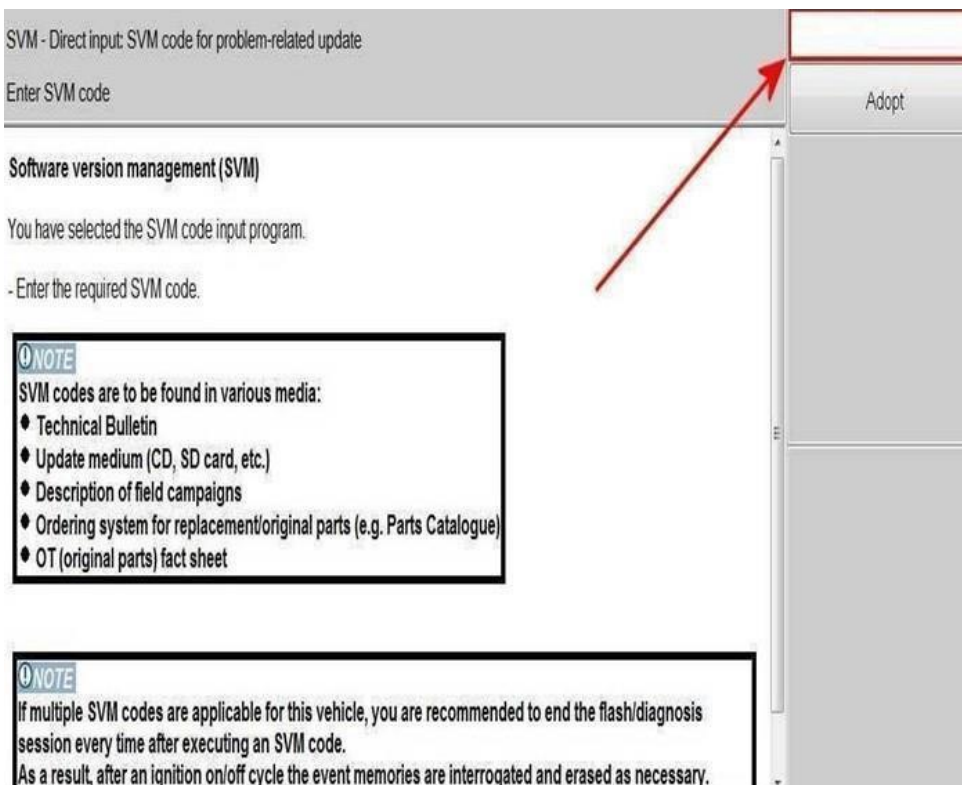


Figure 3

5) On the following screen, confirm the SVM code is correct

- All control modules will now be interrogated
- The update will then be suggested

NOTE: A progress bar will be displayed

6) Carry out all on screen prompts until completion



**To wake up the system after the update is completed a bus silence is required, carry out the following steps in the order stated below:**

- Switch off the ignition
- Remove the diagnostic interface from the OBD port
- Switch off and remove the battery charger from the vehicle
- Close the bonnet, boot and all doors
- Lock the vehicle
- Wait 5 minutes to allow the vehicle to go into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition

7) Conduct all applicable Basic settings (Where applicable)

8) Clear the vehicle of any DTC's generated as a result of performing the previous steps

### **Warranty accounting instructions**

Warranty type: 910 or 110

Service ID number: 55 56

Damage type: 00 40

#### **Replace boot latch**

Labour operation code: 55 56 19 50

Time: 10 Time units

#### **Remove boot trim**

Labour operation code: 70 87 19 00

Time: 40 Time units

#### **Time to conduct the Boot wont close (remains fully open) procedure**

Labour Operation Code 55 90 15 03

Time 10 TU

#### **Time to conduct the software update**

Labour Operation Code 01 51 00 00

Time As per ODIS log (Must not exceed 50 TU)

#### **Time to replace the left and right hand rear lid hinges**

Labour Operation Code 55 90 19 00

Time 110 TU

#### **Time to replace (x1) boot lid drive unit (Only if diagnosed as faulty)**

Labour Operation Code 55 61 20 50

Time 10 TU

#### **Time to remove and refit the applicable trim to replace the boot lid drive unit**

Labour Operation Code 70 03 19 00

Time 30 TU

**Time to replace the Rear lid power opening control unit -J938- (Where applicable)**

Labour Operation Code 55 68 19 00

Time 30 TU

**Time to conduct a battery test**

Labour Operation Code 27 06 01 00

Time 10 TU

**Parts information**

- Left hand rear lid hinge - 3SD 827 299C (x1)
- Right hand rear lid hinge - 3SD 827 300C (x1)
- Rear lid power opening control unit - J938 - 8W8 959 107E (x1) only order if required
- Boot latch - Refer to the ETKA parts catalogue

** NOTICE**

The part numbers quoted are subject to change without notice please always refer to the ETKA parts catalogue