

## Technical product information

<b>Topic</b>	Rear door soft close function is not operating to specification
<b>Market area</b>	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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>	2069592/3
<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 -> 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
<a href="#">master.xml</a>

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)

#### NOTICE

In the event the rework procedure from the Measure section is being conducted as part of SC23/14 the operative must use the Warranty accounting instructions from SC23/14

### 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

### 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)

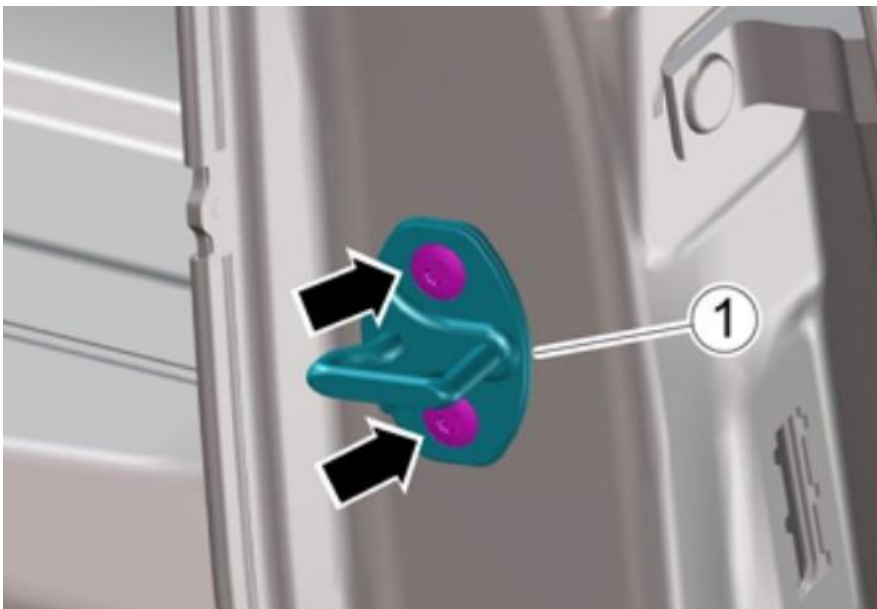


Figure 1

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

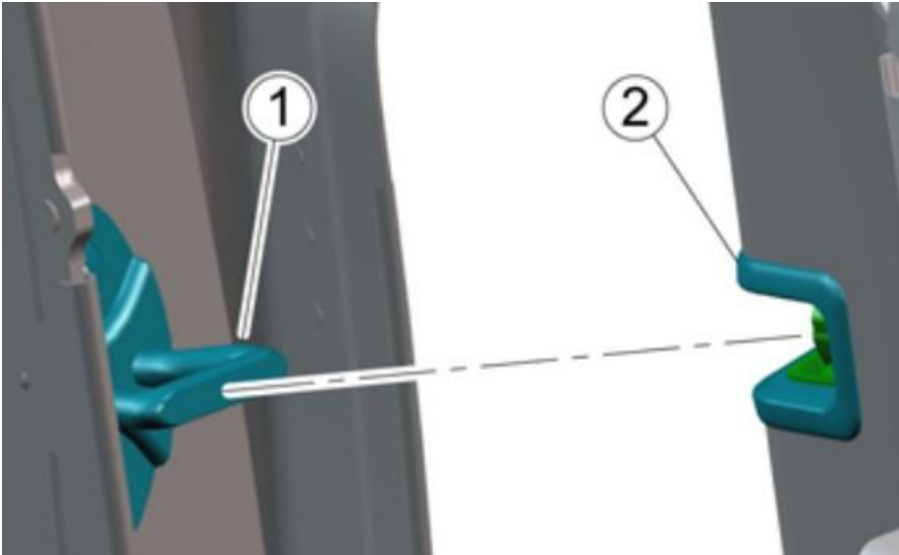


Figure 2

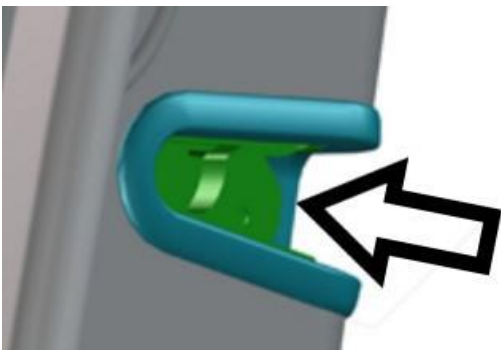


Figure 3

- 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 the operative should conduct a short road test to confirm that no wind noise is evident



In the event the issue is not resolved the operative should conduct the instructions within TPI 2068866/- to completion

**CAUTION**

The instructions within this TPI must have been completed before conducting TPI 2068866/-

**Warranty accounting instructions**

**NOTICE**

In the event the rework procedure from the Measure section is being conducted as part of SC 23/14 the operative must use the Warranty accounting instructions from SC23/14

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

**Time to conduct steps 3 - 5 (x2) doors**

Labour Operation Code 58 25 16 00

Time 20 TU

**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