

Technical product information

Topic	Bentayga tailgate creak
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2045663/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Door, closures operation -> Close tailgate	Noise, vibration -> noise	
Body fixtures and fittings -> Door, closures operation -> Open tailboard	Noise, vibration -> noise	

New workshop code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Closures -> Rear-lid drive unit	high-volume parts -> loose bolt / nut	left

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	***	**	*	*	C	000001	015269		

Documents

Document name
master.xml

Customer statement / workshop findings

Creak/squeak during tailgate operation

Technical background

Tailgate drive unit – mechanical link, motor to hinge, torque may relax on fastener

Production change

Torque check process implemented

Measure

In the event of a qualified customer complaint of a creak/squeak emanating from the tailgate area then over check the fastener connecting the motor to the hinge. **Note:** The tailgate system consists of two drive units one connected to left hand hinge and one connected to the right hand hinge the motor to hinge fastener on each of the two drive units requires this torque check operation

1. Remove roof end trim panel

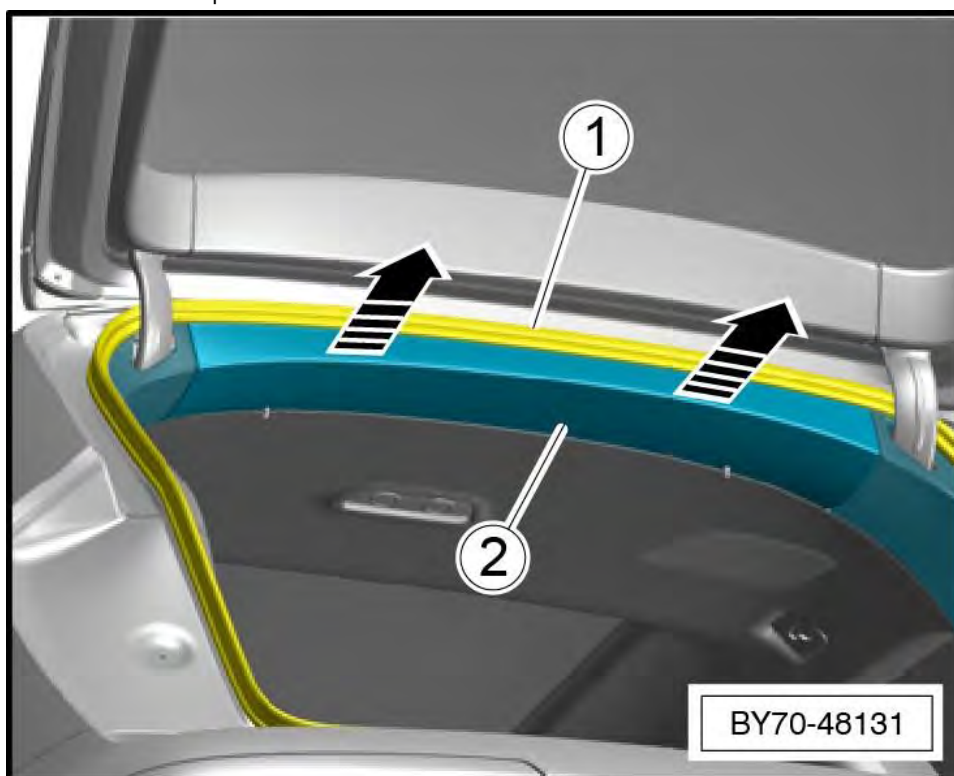


Figure 1

- Disengage the roof end trim panel from the boot lid seal -1-
 - Carefully unclip the remainder of the roof end trim panel -2-
2. To access the head of the fastener remove the harness support clip, the following bullet points detail the clip removal

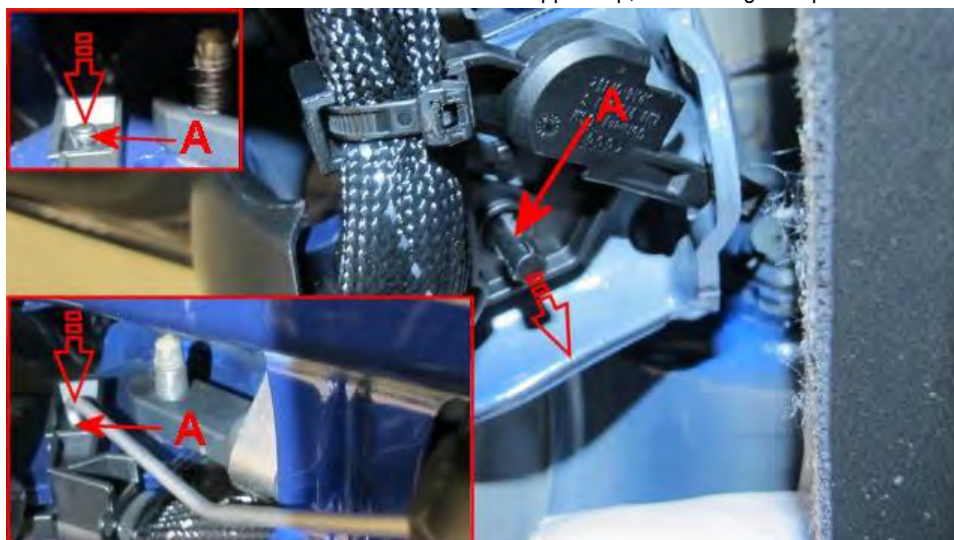


Figure 2

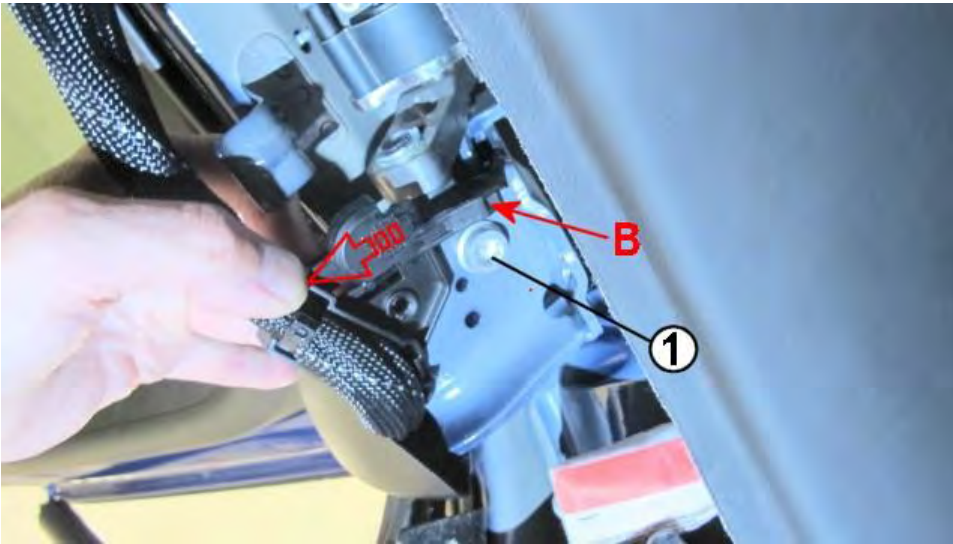


Figure 3

- Referencing figure 2, from the top of hinge, push out harness clip retaining pin 'A' take the pin fully out
- With the retaining pin removed hold latch 'B' down and slide the harness and clip off the hinge to reveal the fastener -1- (see Figure 3)

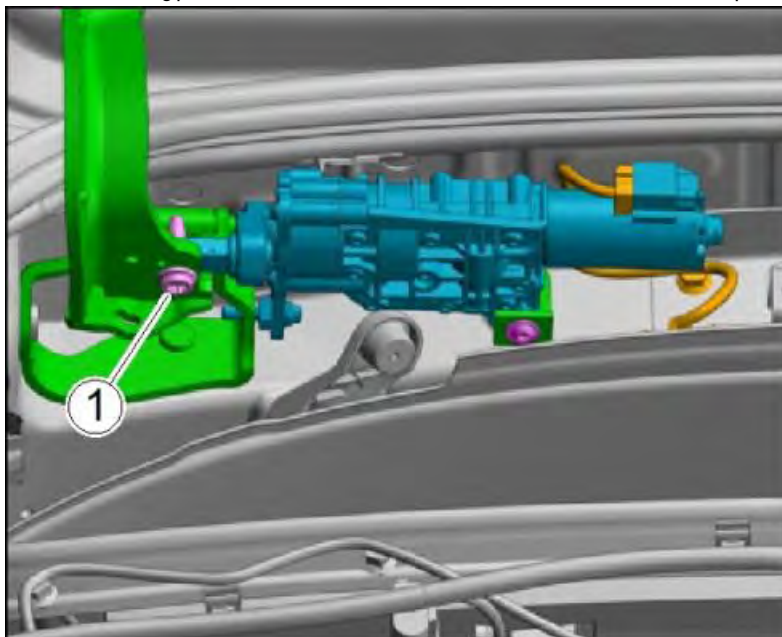


Figure 4

3. With the above roof trim and harness clip removed then fastener -1- can be accessed. Apply a torque of 30Nm to fastener -1-. (see Figure 4)

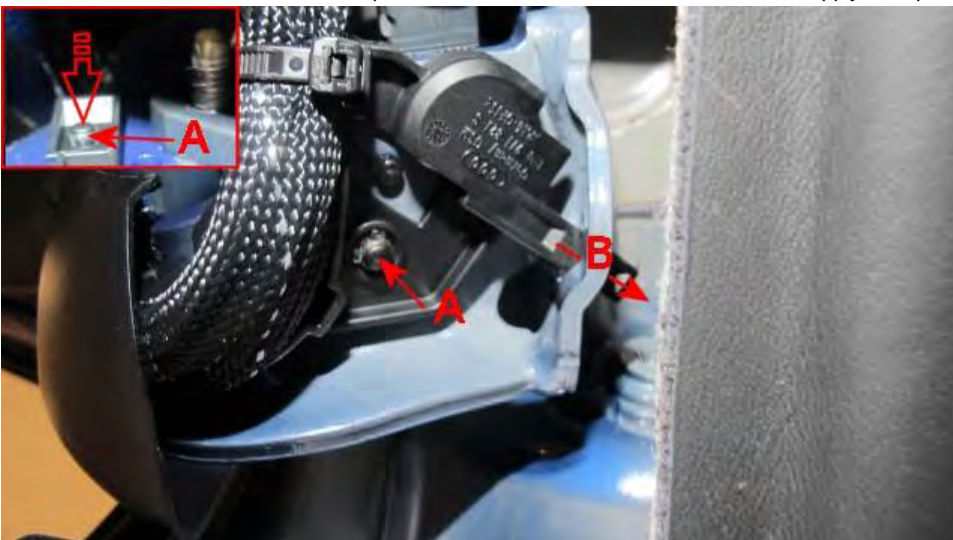


Figure 5

4. Refit harness clip - slide harness clip over hinge ensuring latch 'B' is inserted in slot in hinge (see Figure 5)
5. Reinsert pin 'A' through clip and hinge (see Figure 5)

6. Refit roof end trim panel

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Note: The 30Nm is a service torque agreed by Bentley Engineering for the symptom detailed in this TPI, for any other operations on this fastener the workshop manual should be referenced

Warranty accounting instructions

Warranty Type 110 or 910

Labour Operation Code 55 61 41 99 (for RO open date on or before 2 December 2016)

55 61 41 00 (for RO open date after 2 December 2016)

Damage Service Number 55 61

Damage Code 00 20

Time 20 TU