

Technical product information

Topic	Mulliner refrigerated bottle cooler will not close/open correctly- PR code PRA only.
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2051874/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
whole vehicle -> accessories -> cooler box	functionality -> cannot be opened	
whole vehicle -> accessories -> cooler box	functionality -> cannot be closed	

Vehicle data

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4W2*	2017	E		*	*	*
4W2*	2018	E		*	*	*

Equipment combinations

PR numbers
with PRA

Documents

Document name
master.xml



Mulliner refrigerated bottle cooler will not close/open correctly- PR code PRA only.

Customer statement / workshop findings

Customer statement:

The Mulliner refrigerated bottle cooler will not open/close correctly.

Technical background

This issue is currently under investigation.

Production change

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Measure

Firstly take images/videos where possible to highlight the fault.

Measure:

Make sure both vehicle batteries are in good condition then **carry out the 'initialisation' process as follows;**

Press the open/close button for 30 seconds until lamp in fridge flashes

When the light starts to flash, press the button again and the door should go down then back up to its closed position.

If the procedure is unsuccessful or the fault is still present;

Remove the armrest

Loosen the 4 screws in the black plate at the bottom, reposition and tighten screws.

Repeat **'initialisation'** process

If the issue is STILL present;

Check for any obstructions in area of poor opening/closing, if all clear;

Remove the bottle cooler

Repeat **'initialisation'** process with bottle cooler removed and record findings.

Send a DISS technical enquiry providing all results with previously taken images/videos attached.

Do not replace the bottle cooler unless permission is granted by Product Support via DISS.