

Technical Service Bulletin

Topic	Bentayga - Tailgate motor failure
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052213/2
Level	EH
Status	Released for publishing
Release date	Aug 29, 2018

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors, lids operation -> close power rear lid	functionality -> no function	
body attachments and installations -> doors, lids operation -> open power rear lid	functionality -> cannot be opened	
body attachments and installations -> doors, lids operation -> door closing aid	functionality -> cannot be opened	
body attachments and installations -> doors, lids operation -> close rear lid	functionality -> cannot be closed	

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> lids -> rear lid drive motor	functionality -> no function	left
body attachments and installations -> lids -> rear lid drive motor	functionality -> no function	right

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	C	000001	023486		

Documents

Document name
master.xml

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Condition

Tailgate motor failure

Technical Background

Later specification parts are now available should a Tailgate motor be required

Production Solution

All VIN's post SJAAL14V8KC023486 have the latest specification motors fitted

Service

The recommendation is to replace both Tailgate motors should a motor be required, ensure the replacement parts have 07S on the identification label (Figure 1)



Figure 1

Should a pair of 07S level motors be fitted and only one motor is required, the motor can be replaced individually

Warranty

The motors should only be replaced in the event of a customer complaint or failure

Required Parts and Tools

Part numbers have not changed, the only change is latest level of part (07S)