

Technical product information

Topic	Power tailgate will not open
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052959/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation -> electrically open rear lid	functionality -> defective function sequence	

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		*	*	*

Documents

Document name
master.xml



Customer statement / workshop findings

Power tailgate will not open.

Technical background

The tailgate issue can occur regardless of the method selected to open the tailgate.

Production change

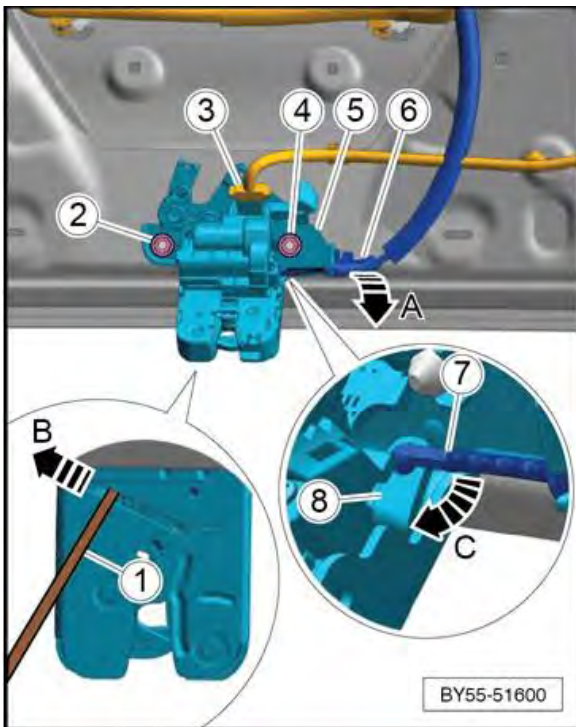
*

Measure

1. Remove the tailgate lower trim.

Rep. Gr. 70 → Tailgate trim → Tailgate lower trim - To remove and fit

2. Unclip the electrical connector (3) from the tailgate lock (5).



3. Apply Stabilant 22 to the electrical pins of the tailgate lock.

Stabilant 22 is a conductive enhancer. It should be mixed at a ratio 4:1 with 99% Isopropanol or pure Ethanol. Only 99% Isopropanol or pure Ethanol must be used when mixing the Stabilant 22. Should Isopropanol or Ethanol not be available, Stabilant 22 can be used neat straight from the 5ml bottle. Use sparingly by applying only a thin coating ensuring an even and complete covering on the connections.

Use the application brush supplied, or a clean cotton bud, to apply a thin coating to each of the four electrical pins on the tailgate lock. Ensure all pins are evenly and completely coated.



4. Allow 2-3 minutes for the Isopropanol/ethanol to evaporate (if used) which will leave a thin layer of Stabilant 22 on the connections.
5. Reconnect the electrical connector on the tailgate lock and confirm the correct function of the power tailgate.

Warranty accounting instructions

Warranty type	110 or 910
Labour operation code	55 56 49 99 (up until and including the 16 th January 2019) 55 56 49 00 (from the 17 th January 2019)
Damage Service Number	55 56
Damage Code	00 40
Time	40 TU
Criteria ID	01

Parts information

Description	Part number	Quantity
Stabilant 22	Locally source	1