

Technical Service Bulletin

Topic	Bentayga deployable sill step malfunction
Market area	Bentley: worldwide (2WBE), Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2044536/7
Level	EH
Status	Released for publishing
Release date	May 20, 2019

New customer code

Object of complaint	Complaint type	Position
entire vehicle -> accessories -> sill tube	component, automotive fluids -> cracked/broken	
body attachments and installations -> special vehicles: equipment -> door step	functionality -> operation sequence incorrect	

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> special vehicles: equipment -> door step	component, automotive fluids -> deformed	left front
body attachments and installations -> special vehicles: equipment -> door step	component, automotive fluids -> deformed	left rear
body attachments and installations -> special vehicles: equipment -> door step	component, automotive fluids -> deformed	right front
body attachments and installations -> special vehicles: equipment -> door step	component, automotive fluids -> deformed	right rear

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		*	*	*
4V1*	2020	E		*	*	*

Documents

Document name
master.xml
led-diagnostic.pdf

Condition

Deployable sill step accessory malfunctions.

Technical Background

This TPI is specifically written to record key information, reach a logical diagnosis and ultimately a problem resolution when presented with a deployable sill step malfunction. Please report via DISS all findings during your investigation and rectification process.

Production Solution

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Service

When presented with a deployable sill step malfunction the following should be incorporated into your diagnosis procedure.

Perform checks 1-10 and record results, this should be done prior to carrying out any rectification work.

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Note: The following checks are the minimum information required when submitting any DISS query.

Raising a DISS query is mandatory for sill step concerns.

Record the current status of the system.

1. Detail of existing or reported failure mode, please also try to obtain information of the failure from the customer (Did the step try to stow? Where was the vehicle? Was the ground level? Was the door fully closed? Etc.)

- No function
- Fails to stow: left side / right side / both
- Fails to deploy: Left side / right side / both
- Noise or rough action
- Rattle
- Incomplete stow (drop / loose at centre linkage)
- Other

2. Quantify the level of grit and road debris in or on the hinge systems with a description and **Photographs** of all hinges.

3. Note any mechanical damage, supply **Photographs** if damage is present.

4. Security of system, is everything correctly secured? Over-check fastener torque of hinges, motor and steps.

□

Note: Refer to Repair Group 66 - Exterior equipment – Accessories – Deployable sill steps – to fit, for current torque figures.

Description	Size	Torque
Sill step to hinge	M8 x 25mm	22 Nm
Hinge to body	M8 x various	14 Nm
Rear hinge bolt through body brace	M10 x 35mm	49 Nm
Drive motor to centre hinge	M6 x 10mm	8 Nm
Drive spindle wedge key centre hinge	M6	12 Nm

5. Measure electrical current draw at motors.

- During deployment – attach **Photograph** showing result on meter.
- During stow – attach **Photograph** showing result on meter.

6. Remove both sill step motors and measure the deployment resistance – figure 1 - Refer to *Repair Group 66 - Exterior equipment – Accessories – Deployable sill steps – to fit*. **Video** the procedure and provide results.

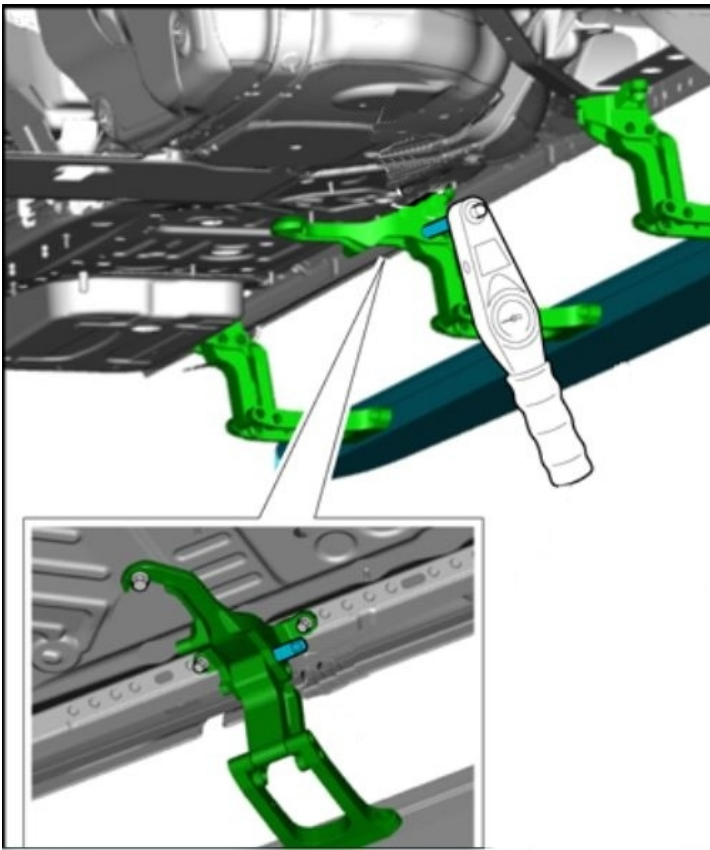


Figure 1

7. Confirm installation process, provide Six **Photographs** showing hinge fitment to sills.

8. Log position of all shims, **Photograph**.

9. Check and record Sill Step Control Module audible fault and LED blink codes (see attached document)

10. Check vehicle battery condition using battery tester VAS 6161 or similar Bentley approved tool, refer to *Repair Group 27 – Measure and record charging voltage*.