

## Technical Service Bulletin

|                        |                                                           |
|------------------------|-----------------------------------------------------------|
| <b>Topic</b>           | New Continental GT - Ski hatch difficult to latch/unlatch |
| <b>Market area</b>     | Bentley: worldwide (2WBE),Hongkong-Macau (5HK)            |
| <b>Brand</b>           | Bentley                                                   |
| <b>Transaction No.</b> | 2052208/4                                                 |
| <b>Level</b>           | EH                                                        |
| <b>Status</b>          | Released for publishing                                   |
| <b>Release date</b>    | Aug 21, 2019                                              |

### New customer code

| Object of complaint                                                              | Complaint type                                      | Position |
|----------------------------------------------------------------------------------|-----------------------------------------------------|----------|
| entire vehicle -> accessories -> ski rack                                        | component, automotive fluids -> cannot be installed |          |
| entire vehicle -> accessories -> ski rack                                        | component, automotive fluids -> cannot be removed   |          |
| body attachments and installations -> special vehicles: equipment -> safety lock | functionality -> too difficult to move              | rear     |
| body attachments and installations -> special vehicles: equipment -> safety lock | component, automotive fluids -> sticks              |          |

### New workshop code

| Object of complaint                       | Complaint type                             | Position |
|-------------------------------------------|--------------------------------------------|----------|
| entire vehicle -> accessories -> ski rack | dimensional accuracy -> play\fit incorrect |          |

## Vehicle data

### New Continental GT

#### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 3S3* | 2018 | E     |             | *           | *            | *                |
| 3S3* | 2019 | E     |             | *           | *            | *                |
| 3S3* | 2020 | E     |             | *           | *            | *                |

## Documents

| Document name              |
|----------------------------|
| <a href="#">master.xml</a> |

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## Condition

The ski hatch lock is difficult to unlock and lock, the remote control key blade feels like it is jammed and cannot be turned easily or cannot be turned at all when inserted into the ski hatch lock

## Technical Background

Due to tight tolerances the ski hatch mechanism fouls the upper ski hatch trim when closed/locked.

The close proximity of the mechanism in relation to the hatch trim when closed/locked can create difficulty in opening/unlocking the hatch

- In the event the hatch cannot be unlocked/opened and the key is jammed, refer to Measure section - procedures 1 and 2
- Refer to procedure 2 only if the ski hatch is open or can be opened

## Production Solution

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## Service

### Procedure 1

In the event the key is jammed and/or the hatch cannot be opened, attempt to open/unlock as follows:

- With the help of an assistant, apply minimal pressure to the hatch (from inside the boot or from inside the cabin) at the same time attempt to unlock/open the lock, if successful go to Procedure 2 if not carry out the remaining tasks



Carefully attempt to reposition the backboard and parcel shelf to allow the mechanism to be released from the hatch aperture, a combination of the following two Repair manual processes may be required to release the mechanism from the lock aperture

I) Repair manual Rep.Gr 70 – Backboard removal  **CAUTION: Take extreme care when moving the backboard in any direction, as the ski hatch lock mechanism can be easily broken**

II) Repair manual Rep.Gr 72 - Ski hatch carrier - To remove and fit

- Once removed check all related components for damage
- Refit the backboard and ski latch carrier as per Repair manual instruction NOTE: Do Not close the ski hatch at this stage
- Carry out Procedure 2

### Procedure 2

1) Refer to Repair manual Rep.Gr 70, Check/confirm the Backboard is fitted and located correctly

2) With the ski hatch open confirm the lock can be operated using the remote control key blade

3) Suitably protect the rear bumper and boot interior

- Refer to Figure 1, looking into the boot locate the ski hatch lock aperture which is in the area shown



Figure 1

- Referring to Figure 2, Using a suitable tool initially remove up to 1mm from the trim and retest
- In the event the hatch does not close remove a further 1mm from the lock trim and retest

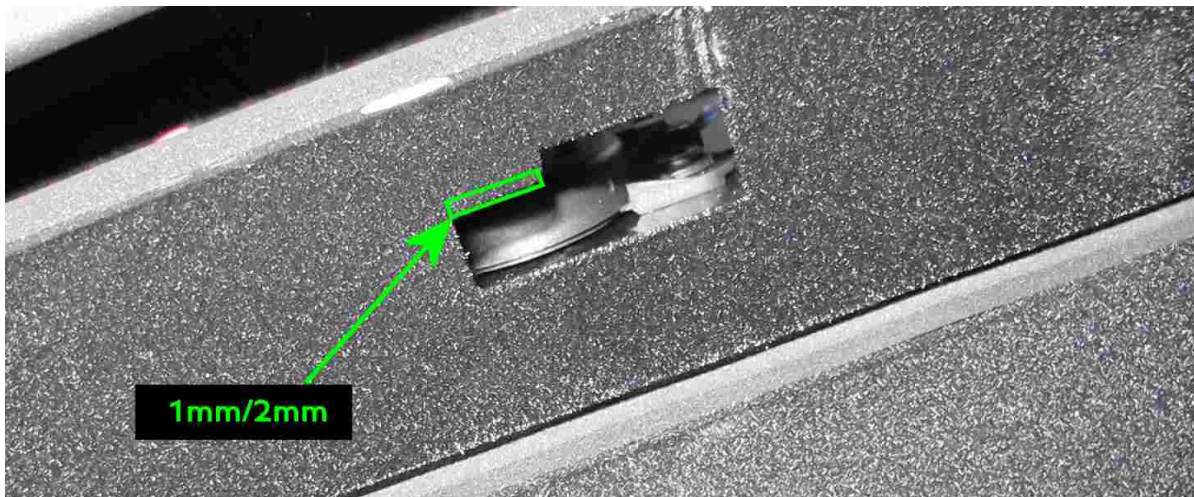


Figure 2

## Warranty

### Time to carry out Procedures 1 and 2

|                       |                                             |
|-----------------------|---------------------------------------------|
| Warranty Type         | 710 or 910                                  |
| Labour Operation Code | 74 56 41 00 (Use 74 56 41 99 until 29/9/18) |
| Damage Service Number | 74 56                                       |
| Damage Code           | 00 17                                       |
| Time                  | 120 time units                              |

### Time to carry out Procedure 2 only

|                       |                                             |
|-----------------------|---------------------------------------------|
| Warranty Type         | 710 or 910                                  |
| Labour Operation Code | 74 56 01 00 (Use 74 56 01 99 until 29/9/18) |
| Damage Service Number | 74 56                                       |
| Damage Code           | 00 17                                       |
| Time                  | 10 time units                               |