

Technical product information

Topic	New Continental GT - Ski hatch difficult to latch/unlatch
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052208/5
Level	EH
Status	Released for publishing
Release date	21-Oct-2020

New customer code

Object of complaint	Complaint type	Position
whole vehicle -> accessories -> ski carrier	component / consumables -> cannot be assembled	
whole vehicle -> accessories -> ski carrier	component / consumables -> cannot be disassembled	
body fixtures and fittings -> special vehicles: equipment -> security lock	functionality -> too stiff	rear
body fixtures and fittings -> special vehicles: equipment -> security lock	component / consumables -> snags	

New workshop code

Object of complaint	Complaint type	Position
whole vehicle -> accessories -> ski carrier	dimensional accuracy -> incorrect fit	

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		*	*	*
3S3*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

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 change

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Measure


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 hatch 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

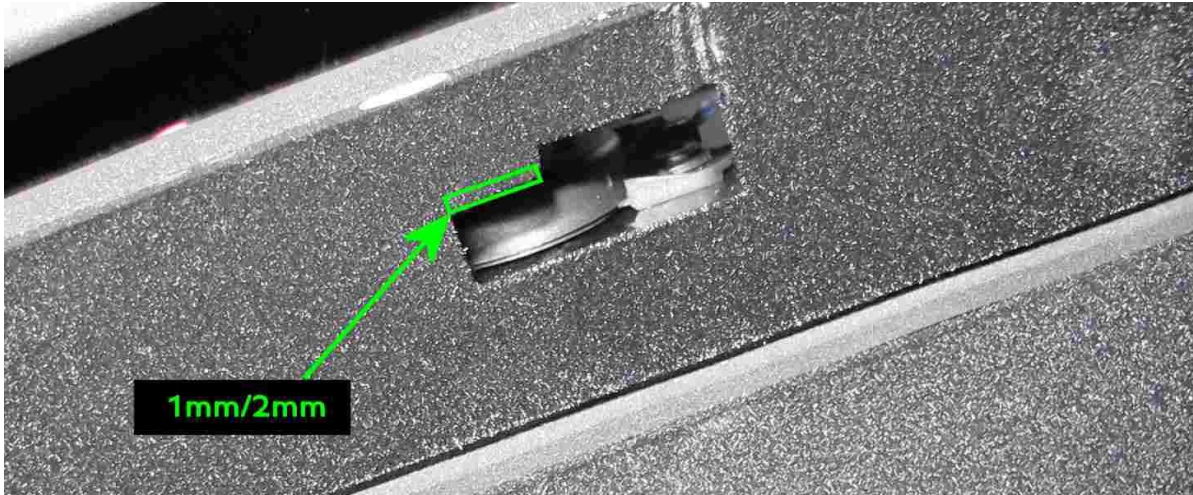


Figure 2

Warranty accounting instructions

Time to carry out Procedures 1 and 2

Warranty Type 710 or 910
Labour Operation Code 74 56 41 00
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
Damage Service Number 74 56
Damage Code 00 17
Time 10 time units