

Technical product information

Topic	New Continental GT - Boot open/close function inoperative
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2060652/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation -> open rear lid	functionality -> cannot be opened	
body fixtures and fittings -> door, closures operation -> close rear lid	functionality -> cannot be closed	

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

Boot operational issues for example:

- The boot does not open or close as expected

Technical background

VERY IMPORTANT: Please ensure all VIN applicable TPI's and VIN applicable Service Campaigns are checked and conducted prior to conducting the instructions within this TPI

NOTE: The operative MUST submit the following information to a new DISS query or an existing query relating to boot operational issues

- Completed check list (asper the Measure section)
- Images of the vehicle condition - In particular the boot area (Ensure license plate and VIN details are not visible)
- Video of the failure NOTE: Please capture the rear of the vehicle for at least one open/close operation (when possible) before zooming or moving in closer to the issue, the video MUST be recorded in a quiet environment
- Battery health - Print out of the results

NOTE: Please ensure any other findings or issues relating to the boot are clearly described within the DISS query

Do Not submit or update the DISS query unless ALL information (as previously requested) is attached

Production change

Not applicable

Measure

Please ensure all instructions have been fully adhered to within the Technical background section before commencing any further

Battery Test

- Carry out a battery test – Rep.Gr 27 and attach a print out of the results to the open DISS query

Hazzard light operation

With the boot open – press the boot close switch - On closure observe the hazard lights for the following:

- Hazzard lights flash twice - Normal operation (Acknowledgement of the key or virtual pedal) - No further action required
- Hazzard lights flash four times – Key fob is possibly in the incorrect position (Vehicles is detecting the key in the boot area and will not close to prevent locking the key in the boot – investigate further and retest)
- Check list (Please circle Yes or No as applicable)

Boot failure description

Does not open	Yes or No
Does not close	Yes or No
Does not fully open	Yes or No
Noise - Vibration	Yes or No
Harsh operation	Yes or No

Comments

Frequency of the failure

Every operation	Yes or No
Most operations	Yes or No

Occasionally Yes or No
Noise - Vibration Yes or No
In Specific conditions Yes or No
(Weather – incline – decline – Temperature)

Comments

Inputs where failure occurs

Key fob Yes or No
Boot button Yes or No
Internal button (Close) Yes or No
Internal button close and lock Yes or No
Virtual pedal Yes or
No
Driver door switch Yes or No
Manually moving the boot
and it powers closed/open Yes or No

Audio inspection

Single beep Yes or No
Continuous beep Yes or No
Creak/Squeak/Other Yes or No

Comments

If a complaint of boot not closing with an audible beep is presented the retailer must request the following information from the customer:

How was the car parked?

Level - Uphill - Downhill

Was the car parked in an underground car park?

Yes or No

What was the temperature and weather conditions when the failure occurred?

Comments

What sort of driving was being done prior to the failure? (e.g. has the car been driven over speed bumps?)

Comments

Had the car been parked for a time prior to the failure or was it immediately after driving?

Comments

How long was the previous boot operation (before the failure)?

Has the car been driven since then?

Comments

▪ Add specific detail to the DISS query about how the exterior boot button is pressed when the failure occurs

For example:

Does the failure occur during a long or short press? Or

A light or hard press?

Does the press of the button move the whole boot before it attempts to close?

Comments

▪ Does the failure occur only with the exterior boot button? Or

Other methods of closing the boot

For example

Via the key fob or interior boot button?

NOTE: If the exterior boot button is the only cause of the failure, the customer should be advised to use other methods of closing the boot where possible

Comments

Visual inspection (Please circle OK or NOK as applicable)

Gap and profile OK or NOK

Seal fit OK or NOK

Witness marks/clashes OK or NOK

Comments

▪
If any area of the visual inspection is NOK please highlight on the images below

NOTE: Please also ensure any additional photographs and fault descriptions are attached/included within the DISS query



