

Technical product information

Topic	Powered Boot fails to operate due to faulty motors - Replacement motors unavailable to obtain
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.	2063027/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation -> rear lid power latching	functionality -> without function / defect	
body fixtures and fittings -> door, closures operation -> close rear lid	functionality -> cannot be closed	
body fixtures and fittings -> doors	functionality	
body fixtures and fittings -> closures	noise, vibration	
body fixtures and fittings -> door, closures operation	functionality	
body fixtures and fittings -> closures	dimensional accuracy	

New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> closures -> rear lid	noise, vibration -> noise	
body fixtures and fittings -> closures -> rear lid	functionality -> incorrectly adjusted	

Vehicle data

Continental GT and GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39**	2012	E		*	*	*
39**	2013	E		*	*	*
39**	2014	E		*	*	*
39**	2015	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Powered Boot fails to operate due to faulty motors, replacement motors are unavailable to obtain

Technical background

Refer to the Measure section of this TPI to allow the boot to be used in manual mode

Production change

-

Measure

- Ensure all relevant Boot TPI's/Service Campaigns have been carried out before any of the onward instructions are conducted
- Check the alignment of the boot lid and adjust as per the applicable Rep.Gr chapter (If necessary)
- Check the boot struts to confirm if they have the following parts are fitted:

Continental GT - 3W8 827 550C

Continental GTC - 3W7 827 550B

NOTE: In the event the afore mentioned parts are not fitted – Please replace the struts with the recommended parts

- Disconnect the powered boot motor electrical connection

NOTE: The boot can now be used in manual mode

Parts information

Once stock of the boot motors is received from the supplier, all retailers will automatically receive all previously ordered replacement motors