

Technical product information

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|------------------------|--|
| Topic | New Continental GT - Boot fails to power open/close |
| Market area | Hongkong-Macau (5HK),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),Russian Federation 935 Volkswagen Group RUS (6935),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01) |
| Brand | Bentley |
| Transaction No. | 2052413/6 |
| Level | EH |
| Status | Released for publishing |
| Release date | 07-Nov-2022 |

New customer code

| Object of complaint | Complaint type | Position |
|--|--|----------|
| body fixtures and fittings -> closures -> rear lid release switch (exterior) | functionality -> too stiff | |
| body fixtures and fittings -> door, closures operation -> electrically open rear lid | functionality -> defective function sequence | |
| body fixtures and fittings -> door, closures operation -> close rear lid | functionality -> cannot be closed | left |
| body fixtures and fittings -> door, closures operation -> close rear lid | functionality -> cannot be closed | right |

New workshop code

| Object of complaint | Complaint type | Position |
|---|--|-------------------|
| body fixtures and fittings -> closures -> rear lid | functionality -> too stiff | |
| body fixtures and fittings -> closures -> rear-lid drive unit | functionality -> without function / defect | > not specified < |

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 | | * | * | * |
| 3S3* | 2022 | E | | * | * | * |
| 3S3* | 2023 | E | | * | * | * |

Documents

| Document name |
|----------------------------|
| master.xml |

Customer statement / workshop findings

Power boot operation stops during the open or close cycle

Technical background

The issue can occur regardless of the method selected to open/close the boot (Remote control key - Boot lid interior and exterior switches – Drivers door boot lid release switch - Hands free boot operation)

The boot can stop operating at any point during the open/close cycle

Production change

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Measure

Measure:

If the customer statement can be reproduced, the following actions are required; Replace both boot hinges

Rep. Gr. 55 → Boot lid hinges – To remove and refit And

For vehicles built prior to VIN

SCBCD13S0KC070901 Replace the boot latch

Rep. Gr. 55 → Boot lid latch - To remove and refit

Replace the boot latch with the latest version of the Bentayga boot latch according to ETKA

Approval from Product support is required before replacement of any parts commences Raise a DISS technical query with an attached video displaying the customer statement

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New tailgate hinges have a protective coating applied and therefore DO NOT require painting. Any paint claims will be redebited.

Warranty accounting instructions

Replace boot latch

Warrantytype: 910 or 110

Service ID number: 55 56

Damage type: 00 40

Labour

Replace boot

latch

Labour operation code: 55 56 19 50

Time: 10 Time units

Remove boot trim

Labour operation code: 70 87 19 00

Time: 40 Time units

Replace both tailgate hinges

Warrantytype: 910 or 110

Service ID number: 55 66

Damagetype: 00 10

Labour

Labour operation code: 55 90 19 00

Time:110 Time units

Parts information

| Description | Part number |
|----------------------------|----------------|
| Boot latch (Bentayga Part) | 4M0 827 506 D* |
| Boot hinge (Left) | 3SD 827 299* |
| Boot hinge (Right) | 3SD 827 300* |

* Latest part numbers at time of TPI publication