

Technical product information

Topic	Rear spoiler does not operate - Warning message within the DIP
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.	2070412/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> symbolic fault indicators -> rear spoiler fault indicator light	functionality -> activates	
information, navigation, communication, entertainment -> symbolic fault indicators -> rear spoiler fault indicator light	functionality -> activates without reason	
information, navigation, communication, entertainment -> symbolic fault indicators -> rear spoiler fault indicator light	functionality -> does not switch off	
information, navigation, communication, entertainment -> symbolic fault indicators -> rear spoiler fault indicator light	functionality -> without function / defect	
body fixtures and fittings -> operating mechanism for towing bracket, spoiler -> automatically raise spoiler	functionality -> without function / defect	
body fixtures and fittings -> operating mechanism for towing bracket, spoiler -> automatically raise spoiler	functionality -> defective function sequence	
body fixtures and fittings -> operating mechanism for towing bracket, spoiler -> automatically lower spoiler	functionality -> without function / defect	
body fixtures and fittings -> operating mechanism for towing bracket, spoiler -> automatically lower spoiler	functionality -> defective function sequence	

New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> spoilers, air intake grilles, brackets -> spoiler mount -> rear spoiler control motor	component / consumables -> damaged	

Vehicle data

New Continental GT/C

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		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*

Documents

Document name
master.xml

Rear spoiler does not operate - Warning message within the DIP

Customer statement / workshop findings

Customer statement:

Rear spoiler fault message appears in the DIP

A warning lamp is also evident in conjunction with the fault message (Figure 1)



Figure 1

The rear spoiler cannot be extended or retracted

Workshop findings:

The electric motor for the rear spoiler drive is not working

Technical background

Due to the carbon brushes exerting insufficient pressure on the commutator, contact problems may occur in the electric motor for the rear spoiler drive

As a result, the electric motor does not work

It is possible that this issue may occur without an event memory entry being logged

Figure 2 shows the location where carbon brushes make contact with commutator

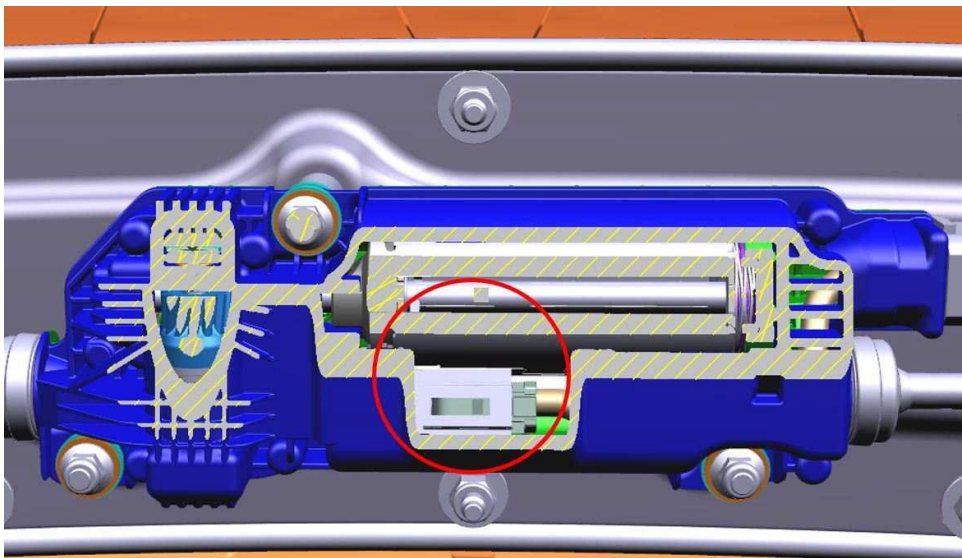


Figure 2



Please also refer to TPI's 2051524/- and 2068151/- which relate to rear spoiler issues

Production change

-

Measure

1) Referring to the applicable wiring diagram - Conduct a wiring integrity check between the Adjustable rear spoiler control unit (J223) and the

spoiler motor (VX73)

2) Should no wiring issues be evident - Referring to Rep.Gr 66 replace the deployable rear spoiler assembly

NOTICE

Road test is not required please conduct a static test of the rear spoiler to confirm the rear spoiler is operational, road test warranty claims will be cancelled

Warranty accounting instructions

Time to replace the deployable rear spoiler assembly (lifting platform)

Warranty Type 110 or 910

Damage Service Number 66 58

Damage Code 0040

Labour

Labour operation code 66 58 19 00

Time 70 Time units

Diagnosis time

Labour operation code 01 50 00 00

Time As per ODIS log (Must not exceed 20 Time units)

NOTICE

Road test is not required please conduct a static test of the rear spoiler to confirm the rear spoiler is operational, road test warranty claims will be cancelled

Parts information

Refer to the ETKA parts catalogue when ordering the rear spoiler assembly (lifting platform) as shown in Figure 3

POS	PART NUMBER	DESCRIPTION
3	360 827 951 C	lifting platform ① - 08.08.2018
3B	360 827 951 D	lifting platform ① - 08.08.2018+ - 10.03.2020
3C	360 827 951 E	lifting platform ① - 14.03.2020+
4	9 911 485 81	Hexagon socket oval head 8 (crank)
5	9 962 867 80	Hex. nut, self-locking with washer
6	360 827 489 B	stop buffer, adjustable
7	360 827 488	stop buffer adhesive
8	360 827 476 A	Support

Figure 3