

Field campaign

Topic	Bentayga - Left hand sunroof drain tube blockage (SC16/30)
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2045705/1
Campaign number	EA68
Note	
Type	
US code	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SJA	*	*	*	H	C	000001	015474		

Documents

Document name
master.xml

Notes

▪ Repair instructions

Technical background

The sound proofing material (fitted to the back of the left rear wheel arch liner) and the drain port located in the left rear wheel arch body panel are positioned in close proximity to each other.

The sound proofing material can restrict the water flow exiting through the left hand sunroof drain.

Remedy

The removal of a small section of the sound proofing material is required to allow the water to drain from the sunroof vent tube without any restriction.

Customer notification

Customers do not need to be informed directly of this campaign. Please ensure that all affected vehicles are checked and repaired during a service visit. You should also inform your new and used car sales department so that the vehicles affected can be checked and, if necessary, repaired immediately.

Warranty accounting instructions

Warranty Type	790 or 710
Labour Operation Code	60 48 41 99 (for RO open date on or before 2 December 2016) 60 48 41 00 (for RO open date after 2 December 2016)
Damage Service Number	EA68
Damage Code	00 66
Time	60 TU
Criteria ID	01

Genuine parts

Not applicable

Parts supply

Not applicable

Parts despatch control

Not applicable

Repair instructions

▪ Notes

Technical background

The sound proofing material (fitted to the back of the left rear wheel arch liner) and the drain port located in the left rear wheel arch body panel are positioned in close proximity to each other.

The sound proofing material can restrict the water flow exiting through the left hand sunroof drain.

Check

If the vehicle is not already listed as repaired in the "Repair History" (Elsa Pro), check for the presence of the yellow paint identification mark on the left hand boot floor hinge (Figure 6) should neither be evident continue with the procedure detailed in the "Work" section of this procedure.

Control

All vehicles after VINSJAAC2ZV6HC015474 have the modified wheel arch liners fitted at the time of production.

Genuine parts

Not applicable

Work

1. Check for any signs of water ingress in the left and right hand area of the rear passenger compartment
 - Check for any signs of water ingress in the area of the left and right hand quarter panels
 - Check for any signs of water ingress in the boot, boot headliner and spare wheel well
 - If no water ingress is evident in any of the afore mentioned locations, please go to procedure 2, If water is evident please raise a DISS query and

await feedback before carrying out any further work.

2. Remove left hand rear wheel – Refer to workshop manual Rep. Gr 44
3. Remove the (rearmost) rear left hand wheelarch liner - Refer to workshop manual Rep. Gr 66

Referring to Figure 1

- Points A and B (lined area) show the drain tube in relation to the excess material fitted to the rear of the wheelarch liner
- Remove the excess material using a suitable cutting tool in the lined area only

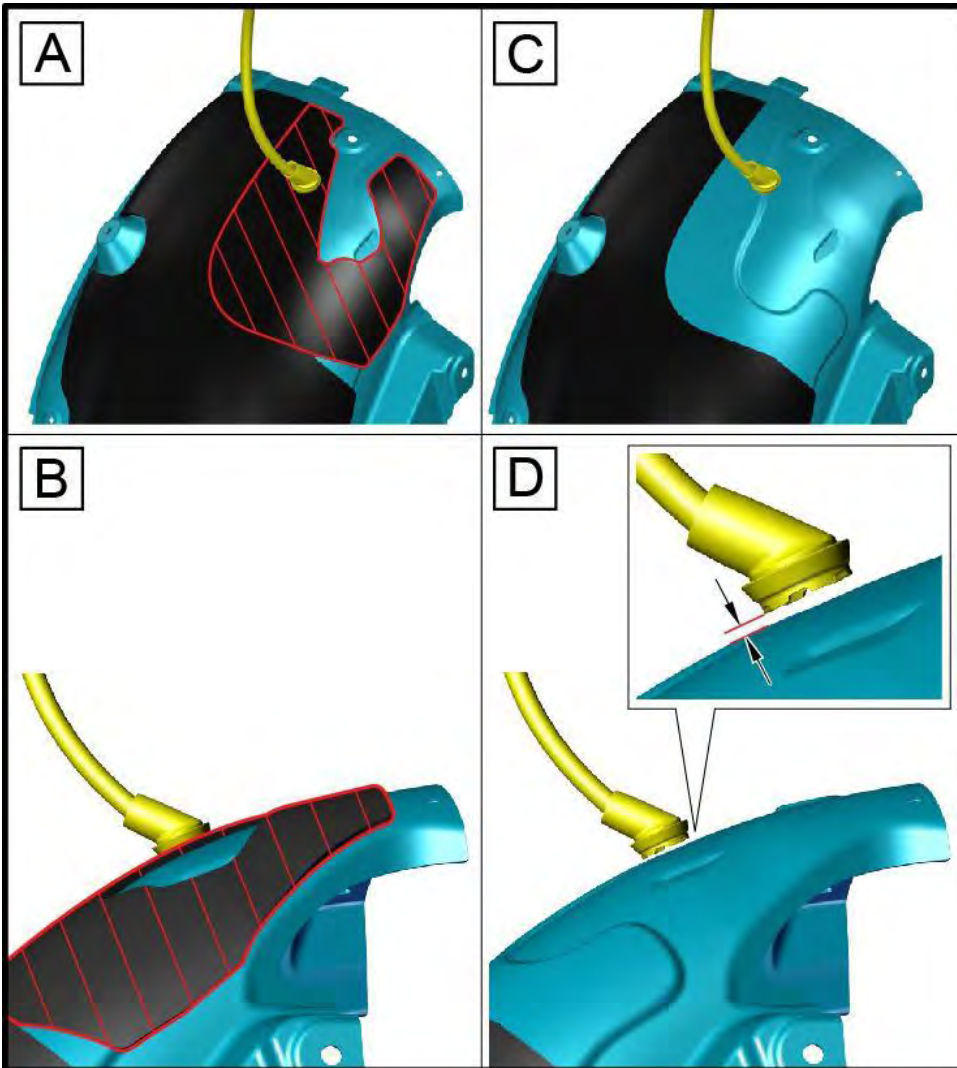


Figure 1

- Once the excess material is removed, the area in which the vent pipe exits the left hand wheelarch body panel should look as shown in C and D once refitted.

Figures 2 and 3 show the arch liners after modification



Figure 2

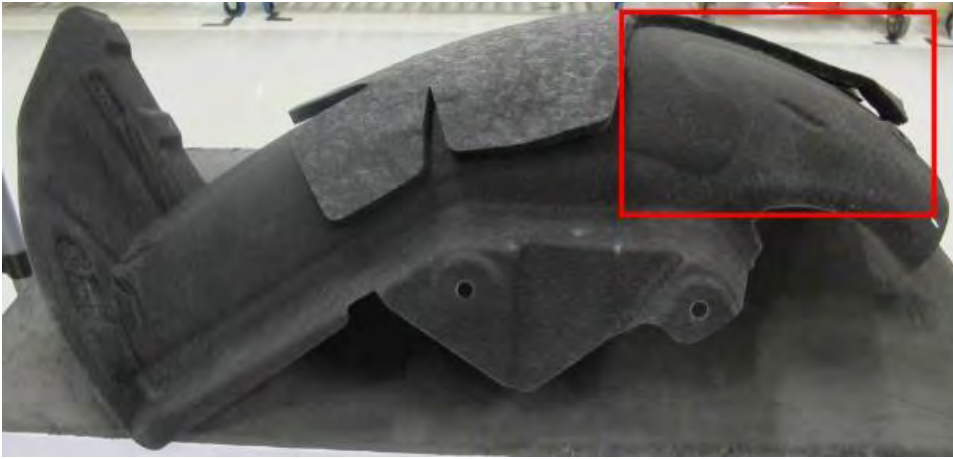


Figure 3

The gap created between the wheel arch liner and the vent will allow the water to drain without any restriction

4. Refit the left wheel arch liner – Refer to workshop manual Rep. Gr 66

5. Refit left hand rear wheel - Refer to workshop manual Rep. Gr 44

6. Using water fill a suitable container to 50ml (Figure 4)



Figure 4

7. Starting at the left hand rear corner of the sunroof assembly (Figure 5) use a suitable plastic trim tool to make a gap in between the outer and inner sunroof seals as shown

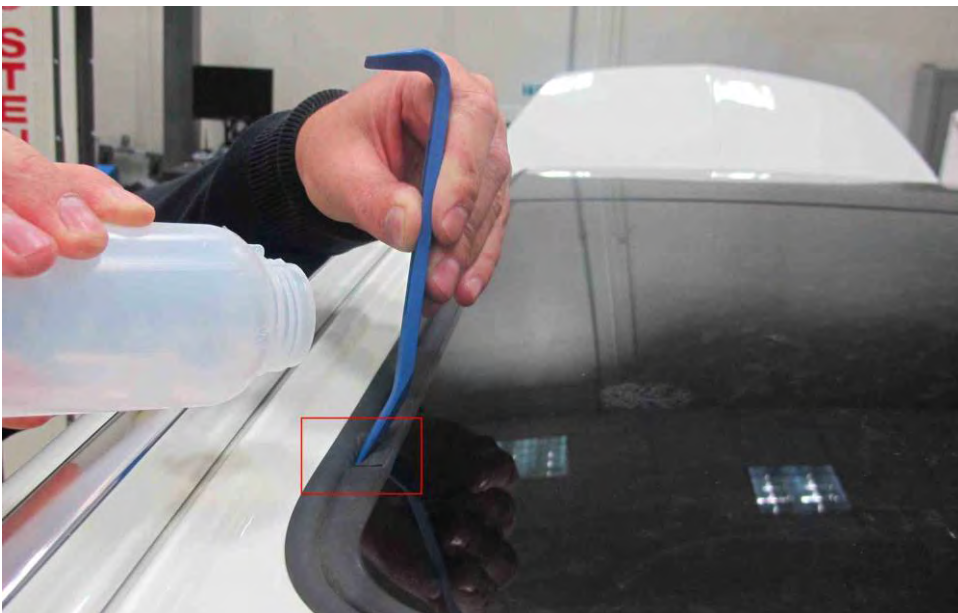


Figure 5

- As shown in Figure 5 - Slowly pour the 50ml of water into the gap and monitor the water is draining from behind the left rear wheel arch liner

8. Carry out procedures 6 and 7 on the right hand rear corner of the sunroof assembly

Does the water drain from behind the right rear wheel arch liner the same as the left? If Yes go to procedure 9, If No please Do Not attempt to pour anymore water into gap, please raise a DISS query and await feedback before carrying out any further work

9. On completion place a yellow paint completion mark on the left hand boot floor hinge (Figure 6)

Identification

Yellow paint mark on the left hand boot floor hinge



Figure 6