

Technical product information

Topic	Bentayga roof rail - Protective tape - Removal
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2057130/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
vehicle service -> service, maintenance	service: process	
body fixtures and fittings -> spoilers, air intake grilles, brackets -> roof rails	soiling -> soiled	> not specified <

Vehicle data

Bentayaga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Roof rail protective tape difficult to peel/remove at PDI (Figure 1)



Figure 1

Technical background

In some cases the roof rail protective tape cannot be easily peeled/removed from the roof rails, Refer to the instructions within the Measure section for removal instructions

Production change

Under investigation

Measure

1) Referring to Figure 2 – Apply suitable adhesive tape to the affected area of the roof rail in which the issue is evident

- Once applied remove the adhesive tape from the roof rail, this operation will lift off the original protective tape
- Repeat until all original roof rail protective tape is removed from the affected areas



Figure 2

Warranty accounting instructions

Prior to submitting a Warranty claim the Retailer must complete a DISS complaint to include 'Workshop findings' only (No repair query required) should the query not be submitted a Warranty payment will not be authorised

Warranty type	910 or 110
Labour Operation code	66 87 29 00
Damage Service number	66 87
Damage Code	00 55
Time	10 Time units