

Technical product information

| | |
|------------------------|---------------------------------|
| Topic | Water leak/wind noise diagnosis |
| Market area | Bentley: worldwide (2WBE) |
| Brand | Bentley |
| Transaction No. | 2062622/1 |
| Level | EH |
| Status | Approval |
| Release date | |

New customer code

| Object of complaint | Complaint type | Position |
|--|---|----------|
| body -> floor, body reinforcements | component / consumables | |
| roof systems, special installations -> panoramic sliding sunroof | leaks | |
| body fixtures and fittings -> window opening/closing, window heating | functionality | |
| vehicle service -> service, maintenance -> repair execution | service: process -> with determination of concern | |
| body fixtures and fittings -> closures | leaks | |

Vehicle data

All Models

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| * | 2017 | E | | * | * | * |
| * | 2018 | E | | * | * | * |
| * | 2019 | E | | * | * | * |
| * | 2020 | E | | * | * | * |
| * | 2021 | E | | * | * | * |
| * | 2022 | E | | * | * | * |

Documents

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

Customer statement / workshop findings

Water leak/wind noise evident

Technical background

The instructions within the Measure section should be followed to assist in the diagnosis of water leaks or wind noise

The use of compressed air is required to assist with diagnosis, the operatives must ensure the following;

- Eye protection **MUST BE** worn when using compressed air
- The compressed air supply **MUST BE** clean and free from water and/or oil as water and/or oil residue within the system can damage the trim of the vehicle

NOTE: NO WARRANTY PAYMENTS WILL BE CONSIDERED FOR DAMAGED TRIM

Production change

Not applicable

Measure

Ensure all interior trim is suitably protected when applying compressed air from inside the vehicle

1) Referring to the example shown in Figure 1–Apply a suitable soapy solution to the exterior of the vehicle to the location in which the leak or wind noise is evident



Figure 1

2) With extreme care - Pass an airline into the cabin by slightly lowering one of the windows opposite the area being tested (All other windows should remain closed)

- With an air nozzle/gun attached carefully blow air around the suspected area
- The operative on the outside of the vehicle should watch for bubbles, the bubbles will confirm the location of the leak

3) Conduct a further inspection to determine the reason for the leak - *For example an incorrectly fitted seal*

Warranty accounting instructions

Not applicable