

Technical product information

Topic	Discolouration around the sunroof aperture
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.	2063726/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
roof systems, special installations -> panoramic sliding sunroof	paint / painting	
roof systems, special installations -> panoramic sliding sunroof	visual appeal / surface	
roof systems, special installations -> panoramic sliding sunroof -> panoramic sunroof frame seal	soiling -> soiled	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Discolouration around the sunroof aperture, Refer to the examples shown in Figure 1



Figure 1

Technical background

Discolouration may become visible around the sunroof aperture, this is mainly evident if vehicles are left for a reasonable period prior to the PDI being conducted.

This is a known condition that was traced to the overspray of sunroof sealant primer during sunroof installation.

Production change

All relevant procedures within the Production process have been implemented to eliminate this particular issue.

Measure

The discolouration can be removed by polishing the area affected in line with Bentley recommended preparation and care products.

NOTE: No other action outside of the above is required or should be taken

- Once the polishing procedure has been successfully completed please raise an 'INFORMATION' only DISS if no further action required.

For any other issues or in the event that extra support is required due to polishing not rectifying the issue, the operative should raise a Technical DISS query and await feedback from Product Support before conducting any further work

NOTE: In the event that a paint repair is required (as agreed via DISS) a Paint Estimate is required to be sent to warranty@bentley.co.uk

Warranty accounting instructions

Time to polish roof (Light colours)

Warranty Type 110 or 910

Damage Service Number 60 42

Damage Code 00 30

Labour

Labour Operation Code 51 03 49 01

Time 100 Time units

Time to polish roof (Dark colours)

Labour Operation Code 51034902

Time 120 Time units