

Technical product information

Topic	Front/rear towing eye cover - missing at PDI
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2067274/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body -> exterior parts -> towing eye cover	component / consumables -> missing	

Vehicle data

New Bentayga, New Flying Spur, Continental GT/GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2022	E		*	*	*
3S4*	2022	E		*	*	*
4V1*	2022	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Front and/or rear towing eye cover missing at PDI

Technical background

Towing eye cover/s found to be missing whilst carrying out the Pre Delivery Inspection

Production change

Not applicable

Measure

In the event the towing eye cover was found to be missing at PDI, the following information MUST be captured on every DISS to enable warranty claim authorisation:

1. Images showing condition of vehicle as received (front and rear), are the towing eye covers missing or present
2. Confirmation that kit bag has been checked to determine if towing eye cover is in fact missing
3. Confirmation if the kit bag was opened or sealed prior to the PDI being completed
4. Agreement from Product Support to raise as a transport claim request