

## Technical product information

<b>Topic</b>	Veneer/trim mismatch - DISS query requirements
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2067488/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> trim, covers, floor cover	visual appeal / surface	
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector	high-volume parts	
vehicle service -> service, maintenance -> repair execution	service: process -> with determination of concern	

## Vehicle data

### All models

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2018	E		*	*	*
*	2019	E		*	*	*
*	2020	E		*	*	*
*	2021	E		*	*	*
*	2022	E		*	*	*
*	2023	E		*	*	*
*	2024	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>

## Customer statement / workshop findings

In the event that a trim mismatch is detected for example:

- Piano black veneer is supplied although the customer ordered walnut veneer

Or

- The interior trim colour is incorrect for example:

Cricket ball interior trim is supplied although the customer ordered Hotspur

The operative should refer to the Technical background section

## Technical background

Referring to Figure 1 - To ensure the correct replacement veneer/trim panel is supplied the operative must provide a photograph of the identification label (ARROW) including the KENN identification number (CIRCLE), the label is located on the rear of each applicable trim panel

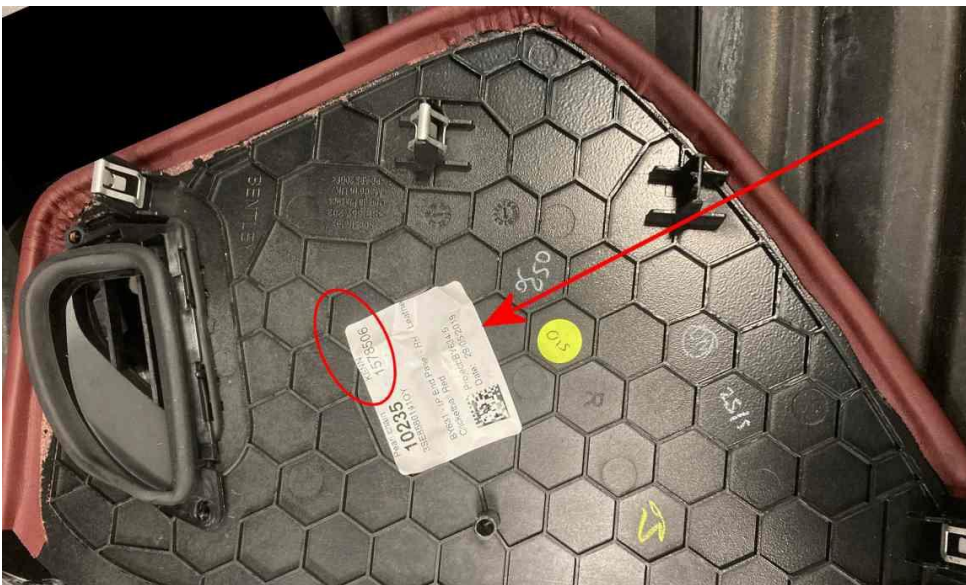


Figure 1

- Figure 2 shows a close up of the KENN identification number

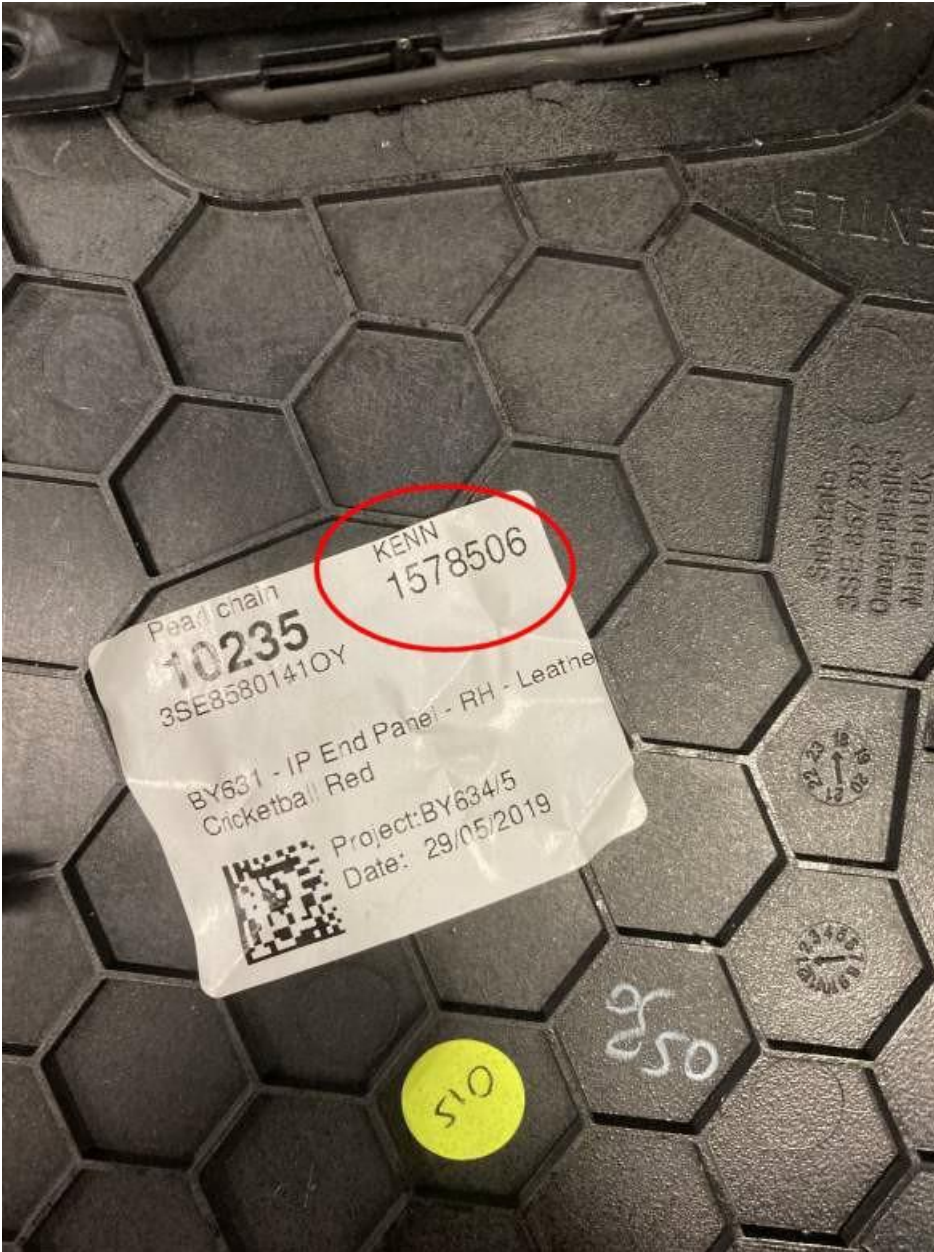


Figure 2

Production change

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Measure

Refer to the Technical background section