

Technical product information

Topic	Sun visor mirror cracked
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),Hong Kong 366 Kam Lung Motors Limited (6366),Hong Kong 966 Volkswagen Group Hongkong/Macau (NSC) (6966),Japan E03 Bentley Japan (6E03),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.	2058176/3
Level	EH
Status	Released for publishing
Release date	07-Nov-2022

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> rear view mirror, sun visors, sunblind -> sun visor	component / consumables -> damaged	

Vehicle data

New Continental GT/C

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Driver or passenger sun visor mirror cracked/broken

Technical background

Refer to Measure section of this TPI

Production change

Not applicable

Measure

A clash can occur with the sun visor and the front seat (folded in forward most position) potentially resulting in a cracked mirror.

On VIN applicable vehicles there is a software change in place (SC 19/22) to reduce the occurrence but does not completely eliminate it.

NOTE: All VIN's which are not in the SC 19/22 VIN applicability list will have the latest software level installed at the time of production

The customer should be made aware of the issue, a second call of warranty for the same issue should not be paid