

Technical product information

Topic	Water ingress into the front cabin footwell/bulkhead - Glass misting on the inside - Front carpets/mats wet
Market area	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.	2070638/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
vehicle service -> service, maintenance -> repair execution	service: process -> with determination of concern	
body fixtures and fittings -> closures	leaks	

Vehicle data

New Continental GT/C and New Flying Spur

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		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

- Water ingress into the left and/or right hand foot well
- Front carpets and/or foot mats are wet
- The windows are misty due to water ingress

Workshop findings

- After conducting TPI 2062622/- water ingress was found at the location shown in Figure1 (Left hand A - Pillar seam)

! NOTICE

Figure 1 - Shows the front left hand wing removed please note this is not required for this procedure unless advised via a new or existing DISS query

Hint: The example shows a leak on the left hand side although a leak could be evident on the right hand side at the same location



Figure 1

- The cause of the ingress can be caused by missing sealant on the A - post pillar seam



Figure 2

Technical background

In the event the issue is as described please refer to the instructions within the Measure section

CAUTION

Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a High voltage system (where applicable)

Production change

Not applicable

Measure

1) Referring to Rep.Gr 55 - Remove the plenum cover

- Check the condition of the seam sealant at the location shown in Figures 1 and 2
- Check to confirm that sealant has been applied to the left hand A - pillar seam
- Check to confirm that sealant has been applied to the right hand A - pillar seam

In the event the sealant is missing from the left and/or right hand A - pillar seams

Or

A different location the operative should clean/prepare the areas concerned and apply sealant (See parts information) to the applicable location(s)

- Once sealant has been applied conduct a local paint repair in the location in which sealant was missing

2) Once the sealant and paint repair has been completed and the sealant/paint has cured/dried - Check to confirm the leak has been successfully repaired

3) Referring to Rep.Gr 55 - Refit the plenum cover

NOTICE

In the event the leak is still evident or further components are required to be removed to assist with further diagnosis the operative should request assistance via a new or existing DISS query

Warranty accounting instructions

Time to apply the sealant and conduct a local paint repair

Warranty type 110 or 910

Damage Service number 55 59

Damage code 00 50

Labour Operation Code 51 37 51 50 (Use 99 index until 27/07/23)

Time 50 TU

Time to remove and refit the plenum cover

Labour Operation Code 66 44 19 00

Time 40 TU

Parts information

Betafil 10215 (Black) or suitable alternative

Or

Betafil 10210 (White) or suitable alternative



The sealants listed must be sourced locally