Technical product information

Topic	Road wheel inspection procedure
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2063017/3
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

New customer code

Object of complaint	Complaint type	Position
running gear -> wheels, tyres, Tyre Pressure Monitoring System	soiling	
vehicle service -> service, maintenance -> repair execution	service: process -> with determination of concern	
running gear -> wheels, tyres, Tyre Pressure Monitoring System -> wheel rim	visual appeal / surface -> corrosion	
running gear -> wheels, tyres, Tyre Pressure Monitoring System	visual appeal / surface	
running gear -> wheels, tyres, Tyre Pressure Monitoring System	paint / painting	

Vehicle data

All Models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2017	E		*	*	*
*	2018	E		*	*	*
*	2019	E		*	*	*
*	2020	E		*	*	*
*	2021	E		*	*	*
*	2022	E		*	*	*
*	2023	E		*	*	*
*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

In the event a complaint is received regarding road wheel/s condition for example:

- Scratches
- Corrosion
- Damage
- Blemishes
- Chipping

Please refer to the onward instructions

Technical background

Do not consider submitting a warranty claim for a road wheel manufacturing defect without first referencing and understanding the contents of this document.

Any defect or concern found either outside the guidelines stated in this document or not clearly stated as acceptable to support a warranty claim, will be the responsibility of the retailer regarding component replacement.

Any road wheels deemed as having no issues found relating to a manufacturing defect (including curbing) will have the applicable claim rejected.

NOTE: Any wheels returned for inspection with no issues found relating to a manufacturing defect will be made available for collection or return at your expense for a period of 14 working days. After this period, the wheels will be disposed

Production change

Not applicable

Measure

Refer to the Maintenance section within Elsa Pro - Maintenance - Wheel inspection

In the event that the issue is not covered within the Maintenance section, the operative should refer to the onward instructions

Filiform corrosion – 'Wear and tear'

Figure 1

Filiform corrosion around the outer edge of the wheel due to curbing

Figure 2

Filiform corrosion in the middle of the rim initially caused by impact damage to the lacquer coat, such as stone chips

- Both Figure 1 and Figure 2 **do not** show a manufacturing defect

and are not claimable under warranty

Filiform corrosion – Re-furbished wheels

- Wheels that have been re-furbished are more susceptible to filiform corrosion because the surface finish has been tampered with

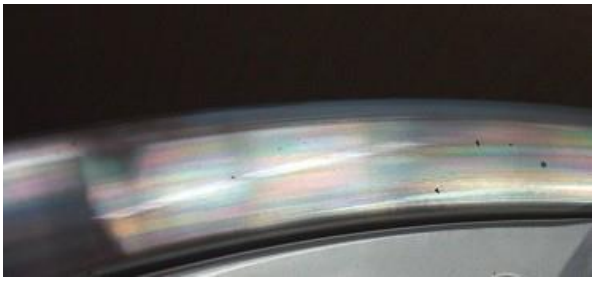

Figure 3

The original wheel finish has a prismatic effect (Figure 3)

Figure 4

Figure 4 shows the tell tale sign of re-work as the finish is duller and no prismatic effect is visible. Re-worked wheels that show signs of corrosion or defects cannot be claimed under warranty

Filiform corrosion – Supplier process error

Figure 5

Filiform corrosion coming from sharp edge on the spoke. In this area it is difficult for the supplier to get the specified lacquer coverage

Figure 6

Filiform corrosion coming from behind the inner wheel piece is highly unlikely to be caused by impact damage. It is therefore more likely due to low lacquer coverage

- Both of these could be classed as a manufacturing defect and are claimable under warranty

Chrome Wheels

Chrome wheels that are returned to Bentley Motors due to corrosion can be caused by:

- Customer 'wear and tear' – stone chips, curbing, etc
- Poor maintenance - pitting
- Supplier process error – peeling

Chrome wheels – 'Wear and tear'

Figure 7

Marks on the rim due to curbing

Figure 8

Damage to the rim due to curbing but also damage to the spoke caused by impact damage, such as stone chips

- Both Figure 7 and Figure 8 **do not** show a manufacturing defect and are not claimable under warranty

Chrome wheels - poor maintenance

- When cleaning chrome wheels, they have to be wiped down and not just sprayed with water as there is still a film of dirt that can remain on the wheels
- There are a number of variables that contribute to pitted wheels, such as brake dust, salt, dust/dirt, ice/snow melting chemicals
- Chrome wheels should never be washed while still hot from driving as they could warp or pit

Chrome wheels - poor maintenance

Figure 9

- Pitting is not a manufacturing defect and cannot be claimed under Warranty (Figure 9)

Chrome wheels – Supplier process error

- Aluminium alloy wheels are one of the most difficult substrates to reliably plate
- Peeling almost always comes from improper preparation and plating, not environmental exposure (Figure 10)

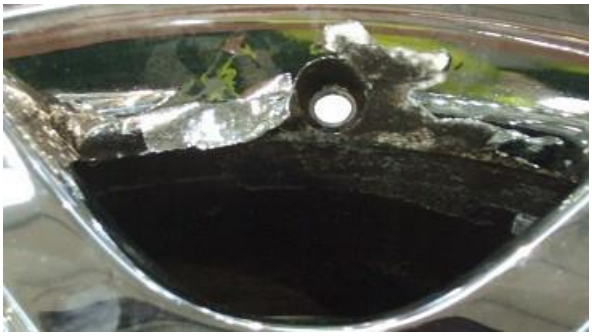

Figure 10

- Peeling is classed as a manufacturing defect and is claimable under warranty