

Technical product information

Topic	Tyre tread/sidewall crack(s)
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.	2063651/3
Level	EH
Status	Released for publishing
Release date	28-Sep-2023

New customer code

Object of complaint	Complaint type	Position
running gear -> wheels, tyres, Tyre Pressure Monitoring System -> tyres -> tyre tread	visual appeal / surface -> porous	> not specified <
running gear -> wheels, tyres, Tyre Pressure Monitoring System -> tyres	visual appeal / surface -> groove	

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

Cracks evident in the sidewall and/or tread pattern (See the examples in Figures 1 and 2 showing cracks within the tread pattern)



Figure 1



Figure 2

Technical background

The issue is mainly evident on vehicles with very low usage

This is a result of the tyre compound hardening due to the following:

- Tyre age
- Tyre pressure not adjusted to specification
- Low mileage/vehicle usage
- Vehicle storage conditions



The storage building should be dry and well ventilated.

Ensure the pressure of all tyres (including the spare wheel) is as detailed within the Owner handbook (Storage recommendations)



When cars are found to be at low mileage or have not been used regularly for an extended period of time, the oils and compound of the rubber can dry up due to a lack of repeated compression, this can lead to compound separation.



Referring to Figure 3

- Tyres will require replacement if cracks and/or signs of wear are found on or around the tread pattern (Point A)
- In the event that cracks and/or signs of wear are found on the sidewall (Point B) or at (Point A and B) the operative **MUST** raise a technical DISS query ensuring clear photographs and information detailing customer usage profile are attached to the DISS query

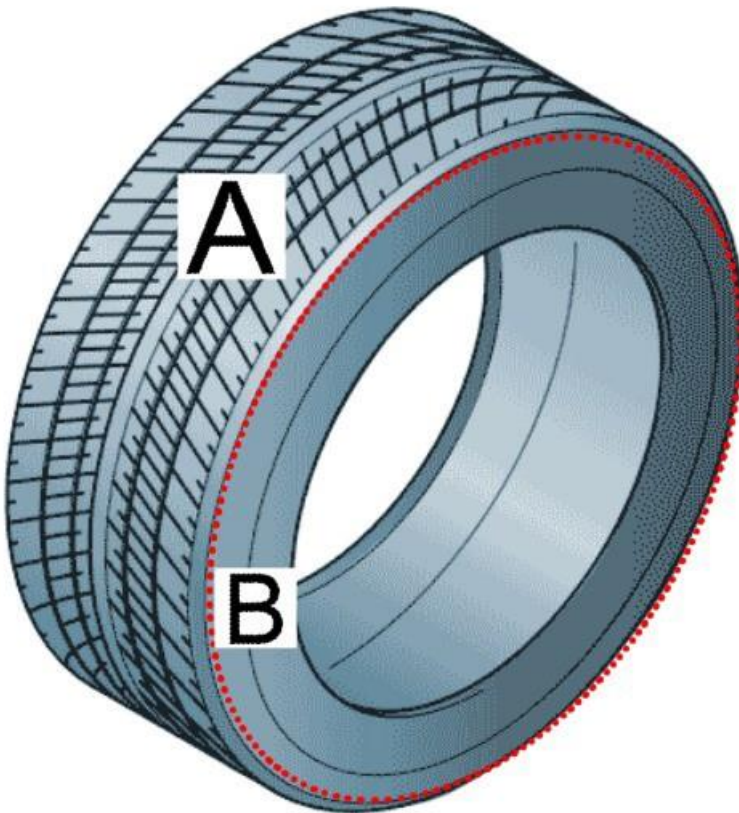


Figure 3



VERY IMPORTANT: Always refer to the applicable Rep.Gr within the Repair manual and the Owner handbook

Please Note: All complaints are subject to the Bentley wear and tear warranty policy

Production change

Not applicable

Measure

Not applicable

Warranty accounting instructions



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