

Field campaign

Topic	Flying Spur - Top View and Rear View Cameras - Images Blurred (RE20/21)
Market area	United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2060304/2
Campaign number	RB63
Note	
Type	Recall Campaign
US code	

Vehicle data

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	BB6	ZG	X	L	C	079768	079768		
SCB	BB6	ZG	7	L	C	079775	079775		
SCB	BB6	ZG	9	L	C	079793	079793		
SCB	BB6	ZG	2	L	C	079795	079795		
SCB	BB6	ZG	6	L	C	079797	079797		
SCB	BB6	ZG	9	L	C	080071	080071		
SCB	BB6	ZG	7	L	C	079811	079811		
SCB	BB6	ZG	0	L	C	079813	079813		
SCB	BB6	ZG	4	L	C	079815	079815		
SCB	BB6	ZG	1	L	C	079819	079819		
SCB	BB6	ZG	X	L	C	079821	079821		
SCB	BB6	ZG	3	L	C	079823	079823		
SCB	BB6	ZG	0	L	C	079827	079827		
SCB	BB6	ZG	4	L	C	079829	079829		
SCB	BB6	ZG	2	L	C	079831	079831		
SCB	BB6	ZG	3	L	C	079837	079837		
SCB	BB6	ZG	5	L	C	079841	079841		
SCB	BB6	ZG	2	L	C	079845	079845		
SCB	BB6	ZG	X	L	C	079849	079849		
SCB	BB6	ZG	8	L	C	079851	079851		
SCB	BB6	ZG	1	L	C	079853	079853		
SCB	BB6	ZG	X	L	C	079866	079866		
SCB	BB6	ZG	3	L	C	079868	079868		
SCB	BB6	ZG	9	L	C	079874	079874		
SCB	BB6	ZG	8	L	C	080109	080109		
SCB	BB6	ZG	9	L	C	080135	080135		
SCB	BB6	ZG	0	L	C	080136	080136		
SCB	BB6	ZG	5	L	C	080083	080083		
SCB	BB6	ZG	4	L	C	080138	080138		
SCB	BB6	ZG	3	L	C	080101	080101		
SCB	BB6	ZG	7	L	C	080117	080117		
SCB	BB6	ZG	X	L	C	080144	080144		
SCB	BB6	ZG	5	L	C	080150	080150		
SCB	BB6	ZG	0	L	C	080153	080153		
SCB	BB6	ZG	1	L	C	080159	080159		
SCB	BB6	ZG	5	L	C	080178	080178		
SCB	BB6	ZG	3	L	C	080163	080163		

SCB	BB6	ZG	2	L	C	080204	080204		
SCB	BB6	ZG	7	L	C	080182	080182		
SCB	BB6	ZG	X	L	C	080189	080189		
SCB	BB6	ZG	9	L	C	080264	080264		
SCB	BB6	ZG	0	L	C	080198	080198		
SCB	BB6	ZG	2	L	C	080266	080266		
SCB	BB6	ZG	0	L	C	080377	080377		
SCB	BB6	ZG	4	L	C	080379	080379		
SCB	BB6	ZG	3	L	C	080275	080275		
SCB	BB6	ZG	9	L	C	080250	080250		
SCB	BB6	ZG	X	L	C	080290	080290		
SCB	BB6	ZG	2	L	C	080381	080381		
SCB	BB6	ZG	8	L	C	080322	080322		
SCB	BB6	ZG	5	L	C	080326	080326		
SCB	BB6	ZG	5	L	C	080343	080343		
SCB	BB6	ZG	X	L	C	080399	080399		
SCB	BB6	ZG	4	L	C	080401	080401		
SCB	BB6	ZG	1	L	C	080369	080369		
SCB	BB6	ZG	3	L	C	080437	080437		
SCB	BB6	ZG	5	L	C	080441	080441		
SCB	BB6	ZG	9	L	C	080443	080443		
SCB	BB6	ZG	X	L	C	080449	080449		
SCB	BB6	ZG	X	L	C	079642	079642		
SCB	BB6	ZG	3	L	C	079630	079630		
SCB	BB6	ZG	5	L	C	079631	079631		
SCB	BB6	ZG	7	L	C	079632	079632		
SCB	BB6	ZG	4	L	C	079653	079653		
SCB	BB6	ZG	6	L	C	079668	079668		
SCB	BB6	ZG	5	L	C	079659	079659		
SCB	BB6	ZG	9	L	C	079633	079633		
SCB	BB6	ZG	2	L	C	079859	079859		
SCB	BB6	ZG	4	L	C	080415	080415		
SCB	BB6	ZG	1	L	C	079934	079934		
SCB	BB6	ZG	2	L	C	079635	079635		
SCB	BB6	ZG	9	L	C	079809	079809		
SCB	BB6	ZG	6	L	C	079704	079704		
SCB	BB6	ZG	7	L	C	079713	079713		
SCB	BB6	ZG	1	L	C	079903	079903		
SCB	BB6	ZG	1	L	C	079738	079738		
SCB	BB6	ZG	3	L	C	080017	080017		
SCB	BB6	ZG	6	L	C	079752	079752		
SCB	BB6	ZG	2	L	C	079764	079764		
SCB	BB6	ZG	5	L	C	080021	080021		
SCB	BB6	ZG	X	L	C	079883	079883		
SCB	BB6	ZG	5	L	C	079905	079905		
SCB	BB6	ZG	7	L	C	080165	080165		
SCB	BB6	ZG	9	L	C	079907	079907		
SCB	BB6	ZG	X	L	C	079897	079897		
SCB	BB6	ZG	6	L	C	079900	079900		
SCB	BB6	ZG	0	L	C	080024	080024		
SCB	BB6	ZG	9	L	C	079910	079910		
SCB	BB6	ZG	6	L	C	079914	079914		
SCB	BB6	ZG	X	L	C	079916	079916		
SCB	BB6	ZG	5	L	C	079919	079919		
SCB	BB6	ZG	5	L	C	079922	079922		
SCB	BB6	ZG	4	L	C	079930	079930		
SCB	BB6	ZG	4	L	C	080074	080074		
SCB	BB6	ZG	3	L	C	080129	080129		
SCB	BB6	ZG	6	L	C	080125	080125		

SCB	BB6	ZG	4	L	C	080012	080012		
SCB	BB6	ZG	3	L	C	080003	080003		
SCB	BB6	ZG	X	L	C	080578	080578		
SCB	BB6	ZG	X	L	C	079981	079981		
SCB	BB6	ZG	0	L	C	080007	080007		
SCB	BB6	ZG	0	L	C	080167	080167		
SCB	BB6	ZG	8	L	C	080000	080000		
SCB	BB6	ZG	4	L	C	080009	080009		
SCB	BB6	ZG	1	L	C	080033	080033		
SCB	BB6	ZG	0	L	C	080119	080119		
SCB	BB6	ZG	9	L	C	080068	080068		
SCB	BB6	ZG	X	L	C	080077	080077		
SCB	BB6	ZG	2	L	C	080056	080056		
SCB	BB6	ZG	6	L	C	080061	080061		

Equipment combinations

PR numbers
with 8A4

Documents

Document name
master.xml
3m.pdf

Notes

- [Repair instructions](#)

Technical background

This Campaign document is applicable only to vehicles specified with Top View camera.

It is possible for moisture to accumulate within the rear view camera, as a result the Top View and Rear View Camera images may appear blurred or cloudy – *figure 1*.



Figure 1.

Remedy

Addition of a drain hole within the Rear View Camera securing bracket.

Customer notification

Keepers of affected vehicles will be notified in writing by the Bentley Retailer.

Please ensure that all affected vehicles are checked and repaired during the next workshop visit, make a note of the required Recall Campaign on the workshop order before it is signed by the Customer.

If it is omitted to perform the work required for the Recall Campaign during a workshop visit, the Customer should be notified immediately.

You should also pass on this information to your new and used car sales department so that affected vehicles are checked and if necessary repaired immediately.

Warranty accounting instructions

Warranty type: 790 or

710 Service ID number: RB63

Damage type: 0099

Labour

Labour operation code: 91434100

Time: 50 Time units

Top View camera calibration

Labour operation code: 90831500

Time: 40 Time

units

Genuine parts

The required replacement parts should be ordered from Bentley Motors Limited, Crewe or through your regional Bentley parts distribution centre.

Parts supply

Description	Quantity
3M Scotch-Weld Epoxy Clear Adhesive – Source locally. <i>See attached data sheet.</i>	As required.

If 3M Scotch-Weld Epoxy Clear Adhesive is not available locally, source an adhesive of the same specification – see attached document.

Each 3M Scotch-Weld Epoxy Clear Adhesive dual cartridge contains sufficient adhesive to repair numerous vehicles.

Parts despatch control

Questions and answers

Fault

What is the specific issue with the affected vehicles?

Bentley has identified that in specific situations, where moisture enters the top view rear camera holder, mounted on the rear bumper, the clarity of the image displayed by the rear view camera could be reduced. A customer would experience this as a blurry image displayed on the centre console display when reversing.

Why does the top view rear camera image become blurry?

The holder of the camera unit was built without any drain feature. Without a drain feature, moisture can become trapped between the holder and the camera unit subsequently resulting in a reduction in image clarity.

What functions wouldn't work?

The enhanced rear view image, displayed when reverse gear is selected, may become blurry.

Is this connected to any other recall?

No, this is an isolated case and is not connected to any other car, manufacturer or recall.

What repercussions does the fault have?

The clarity of the rear view camera image may not be sufficient when reversing and if the driver does not check their surroundings before reversing, there is an increased risk of not identifying an obstacle.

Are all Flying Spur reversing cameras affected?

No, vehicles fitted without the top view camera, rear view only, are unaffected.

Why does it not affect vehicles with the rear view only camera?

Because vehicles with the rear view only camera have a drain feature installed. It was an oversight not to include this on the top view camera.

What is the option take up of top view camera?

This depends by region, however in the US it is approximately 35%.

Why is it only the North American markets? What about cars in other regions?

This will be a recall campaign in North America given the specific and different requirements of the legislation in that region. For cars in other regions that encounter this issue, it will be resolved through a service campaign.

Have you seen any customers lose operations? Did it result in an accident/injury?

A small number of customers have experienced blurry images, with no reports of any accidents or injuries.

What is the fix?

The solution is for authorised Bentley retailers to introduce a drain element into the top view rear camera holder. This will take under two hours.

Can customers continue to drive the cars?

Yes, however, we encourage customers to arrange an appointment with their retailer as soon as possible.

Do I have to make an appointment?

Yes, that's important. Customers need to contact their retailer immediately.

Vehicles affected

Which vehicles and how many are affected?

Flying Spur models built specially for the North American market between January 2020 and March 2020, fitted with the top view camera option.

*See full country list at the end.

Is this all Flying Spur's produced so far?

No, this is a very specific production batch of Flying Spur vehicles which feature the top view camera option. The Continental GT and Continental GT Convertible are unaffected, as is the previous generation of Flying Spur.

What about cars built since that date?

Cars built since March 2020 do not feature the top view camera option.

Why is this no longer offered as an option in North America?

This was an engineering design decision taken shortly after launch of the car, unconnected to this recall. There were a small number of retailer demonstrator cars that did have this feature on.

Processes

Is this a global recall?

No, this affects only the North American market.

*See full country list at the end.

Investigation

Why did you not take action sooner?

Once we discovered the blurry images from a customer, we immediately investigated the impact on the Flying Spur, identified a technical solution, prepared our own retailer network and then informed authorities as soon as possible.

Why did you continue to sell cars even after you identified the problem?

We have only seen a small number of customers affected by this sporadic issue, with no reports of accidents or injuries. Cars built from March 2020 did not have the affected feature.

Financial

How much will it cost to make the change?

There will be no charge to customers.

How much will it cost the business?

We would not disclose this type of information

Region / Country	Vehicles affected
AMERICAS	110
UNITED STATES	102
CANADA	8
Grand Total	110

Technical background

This Campaign document is applicable only to vehicles specified with Top View camera.

It is possible for moisture to accumulate within the rear view camera, as a result the Top View and Rear View Camera images may appear blurred or cloudy – figure 1.



Figure 1.

Check

If the vehicle is not already listed as repaired within the "Repair history" (Elsa-Pro) check for the presence of a red Campaign completion mark to the right hand under bonnet bracket – figure 4. Should neither be evident ("Repair history" or applicable paint mark) carry out the required work in accordance with these instructions.

Genuine parts

The required replacement parts should be ordered from Bentley Motors Limited, Crewe or through your regional Bentley parts distribution centre.

Work

NOTE: The following procedure should be conducted without removing the rear bumper, care should be taken so as not to damage the rear view camera, securing bracket or bumper. It is possible the camera may be bonded into the rear bumper, take extra care when removing.

WARRANTY CLAIMS SUBMITTED FOR DAMAGE TO THE REAR BUMPER OR ANY COMPONENTS ASSOCIATED WITH THIS PROCEDURE WILL BE REJECTED.

This Campaign document is applicable only to vehicles specified with Top View camera.

1) Refer to *Repair Group 94 – Lights, lamps, switches outside – Camera system - Reversing camera - To remove and fit -* Remove the rear view camera assembly from the rear bumper.

TIP: Take care to ensure the rear view camera harness and washer jet pipe remain accessible and do not fall through the camera aperture in the bumper once unclipped.

- Visually check the breather on the rear view camera for damage.
- Visually check the connection points of the washer jet pipe and rear view camera for damage.

2) Mark the location for the drain hole on the rear view camera bracket – figure 2.

IMPORTANT: Do Not drill the hole with the camera fitted into the bracket.

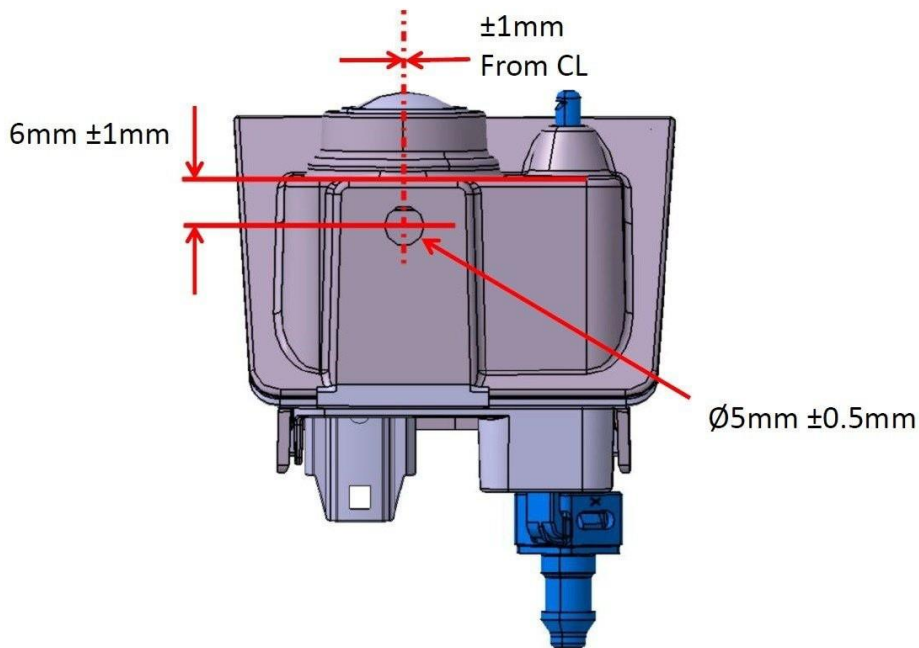


Figure 2

IMPORTANT: Remove the rear view camera from the bracket, refer to *Repair Group 94 – Lights, lamps, switches outside – Camera system - Reversing camera - To remove and fit*.

- Using a 5mm drill bit, drill through the camera bracket, ensuring the dimensions in Figure 2 are strictly adhered to.
- Leave the camera and bracket to dry at room temperature for a minimum of four hours.
- Fit the camera back into the bracket assembly – ensuring all fastenings are correctly made.

3) Place the rear view camera assembly into the bumper aperture. Do not use adhesive at this stage.

4) Check and confirm the top view and rear view camera systems are now functioning correctly.

IMPORTANT: If the image remains blurred or cloudy raise a DISS query or respond on the already open DISS query, ensure clear photographs of the issue are attached.

If no issues are present, proceed to step 5.

5) Remove the rear view camera assembly from the bumper.

Refer to *Repair Group 94 – Lights, lamps, switches outside – Camera system - Reversing camera - To remove and fit* - apply 3M Scotch-Weld Epoxy Clear Adhesive to the locating tabs as shown – figure 3.

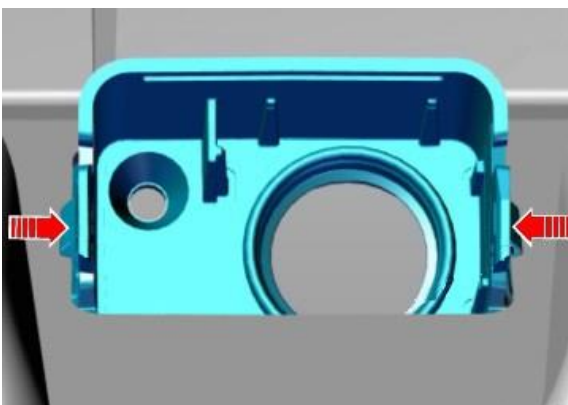


Figure 3.

6) Refit the assembly back into the rear bumper moulding, refer to *Repair Group 94 – Lights, lamps, switches outside – Camera system - Reversing camera - To remove and fit*.

NOTE: Re- Check the operation of the rear view camera before carrying out the calibration of the Top View camera system.

7) If the top view/rear view cameras are now fully functional (Not blurred or cloudy) – Carry out the calibration of the Top View camera system, refer to *Repair Group 94 – Lights, lamps, switches outside – Camera system - Reversing camera – To calibrate*.

Identification

Red Campaign completion mark to right hand under bonnet bracket – figure 4.



Figure 4.

▪ [Repair instructions](#) ▪ [Notes](#)