

Condition

Should any of the following symptoms be evident on the front and/or rear door/window seals including quarter glass seals, please fully adhere to the instructions within this TPI.

Possible Symptoms:

Window glass operation appears slow (open and close)

Window glass open and close operation fails

Poor engagement with the window seal when closed

Wind noise and water ingress

Seal cosmetics visually poor

Incorrect seating of seals in the door aperture

Door to body seal issues (cosmetic/functional)

Technical Background



To allow Bentley Motors to correctly diagnose any door/window issues it is imperative that no repairs, adjustments or the replacement of any parts is carried out until you have permission from your TSC by an official response from an open DISS ticket.

Production Solution

Quality and Manufacturing measures are in place to eliminate any of the afore mentioned symptoms from occurring, any further updates relating to this issue will be communicated in due course.

Service

In the first instance - Raise a DISS ticket, please include the following to allow your TSC to give accurate advice:

Clear and accurate description of the symptom, good quality photographs are essential

Video footage will also be required for any issues relating to wind noise, water ingress or slow window open and/or close operation

Await feedback from your TSC before commencing with any repairs, adjustments or replacement of any parts.