Technical product information

Topic	Bentayga - "A" Post Water Deflector - Surface Contamination
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2049193/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> glazing, window lifters -> windscreen -> windscreen gap trim	component / consumables -> damaged	
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector -> windscreen trim strip	soiling -> soiled	
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector -> A-pillar trim strip	soiling -> soiled	

New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector -> A-pillar trim strip	soiling -> soiled	left
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector -> A-pillar trim strip	soiling -> soiled	right

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	C	000001	999999		

Documents

Document name
master.xml
master.doc

Customer statement / workshop findings

Mottled appearance on "A" post water deflectors.

Surface deposits on "A" post water deflectors cannot be removed by washing with car shampoo.

Technical background

Surface deposits are caused by UV protection additives contained within the "A" post water deflector migrating to the surface. This migration process is intentionally designed to protect parts from brittleness and ageing, the mottled appearance may occur after a certain length of time and is also dependent on temperature and humidity.

Deposits on the surface are normally removed by weathering during normal driving or when washing the vehicle.

Production change

Not applicable.

Measure

Wash the "A" post water deflectors to remove loose dirt and dust using the Bentley approved car shampoo. The Bentley approved rubber conditioner should then be used to remove deposits and the mottled appearance.