

Technical product information

Topic	Wind noise - sunroof not fully closing
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2050746/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
roof systems, special installations -> operation of automatic sliding/tilting roof, panorama roof -> closing sliding/tilting roof, panorama roof	functionality -> cannot be closed	
roof systems, special installations -> sliding/tilting sunroof -> sliding/tilting roof glass lid	noise, vibration -> wind noise	

New workshop code

Object of complaint	Complaint type	Position
roof systems, special installations -> sliding/tilting sunroof -> sliding/tilting roof motor	functionality -> without function / defect	

Vehicle data

Bentayga

Sales types

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

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	***	**	*	*	*	022161	999999		

Documents

Document name
master.xml



Customer statement / workshop findings

Wind noise/roof not closing fully at speeds on or above 250kph

Technical background

Sun roof drive motor specification changed

Production change

Software to limit the operation of the sunroof above 220kph has being agreed, not yet released.

Measure

Inform the customer that the sunroof won't fully close at 250kph + .

▪

The sunroof motor should not be replaced for this issue. New parts are being developed