

Technical product information

Topic	Windscreen replacement criteria whilst under manufacturers warranty
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2057841/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> glazing, window lifters -> windscreen	visual appeal / surface -> stone chip	
body fixtures and fittings -> glazing, window lifters -> windscreen	visual appeal / surface -> scratched	

Vehicle data

All Models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
***	2016	E		*	*	*
***	2017	E		*	*	*
***	2018	E		*	*	*
***	2019	E		*	*	*
***	2020	E		*	*	*
***	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Windscreen cracked/damaged

Technical background

Please refer to the instructions within the Measure section of this TPI in the event that a windscreen is cracked/damaged

NOTE: The instructions **MUST** be followed to help the retailer clarify if the windscreen should be replaced under manufacturers warranty (Stress crack) or Customer pay/insurance (external influence damage)

Production change

Not applicable

Measure

Identification

In the event the windscreen is identified as cracked/damaged it is imperative the inspector of the cracked/damaged screen can determine if the crack was caused by external influences (stone chips) OR the screen is cracked/damaged due to a stress crack

TIP: A "pen test" can be used to determine if there is a stress crack evident, a ballpoint pen tip is run along the crack (Figure 1), in the event the tip of the pen dips at any point along the crack this **MUST** be classed as damage from external influences

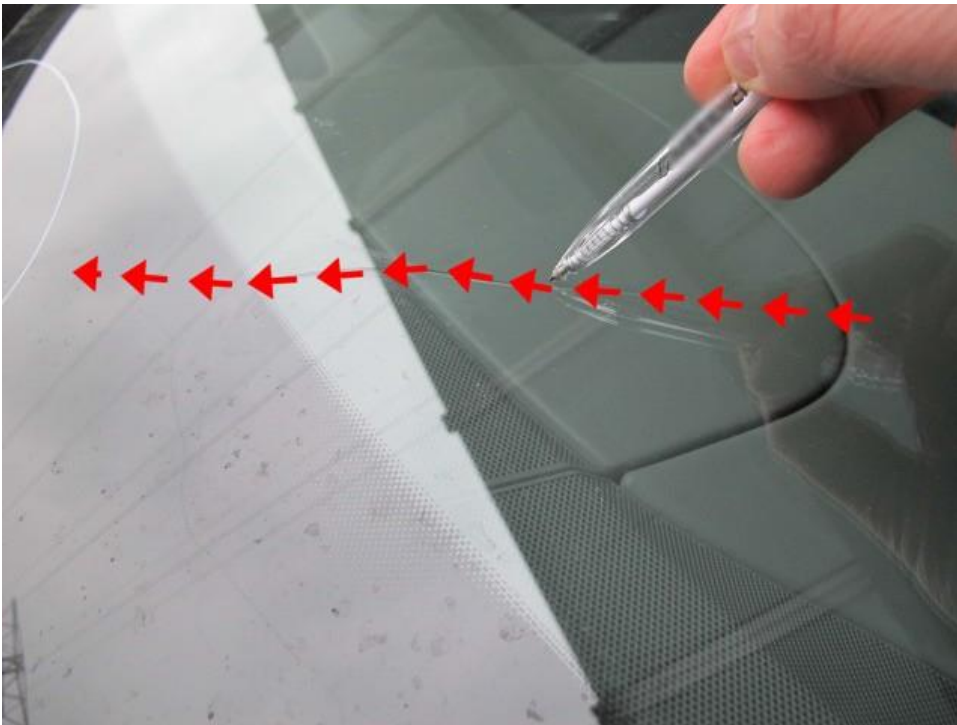


Figure 1

Should the pen not dip this can possibly be considered as a stress crack

IMPORTANT: A stress crack can easily be identified, as no glass actually would be removed from the windshield for example – stone chip

Windscreen damaged through impact

In the event that the windscreen has been identified as cracked/damaged through impact (See Figure 2 as an example), this would NOT be covered under the Bentley Motors Warranty policy, therefore the windscreen **MUST** be replaced, the cost of replacement would not be covered by Warranty

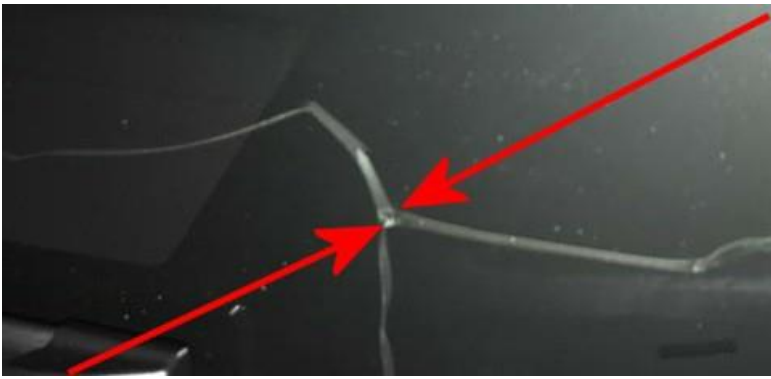


Figure 2

- Refer to the example shown in Figure 3 which details glass edge damage

EDGE DAMAGE

Typical Damage Characteristics:	Glass shelling / glass detached on glass edge. Depending on the force involved, there may be only a little, some or significant radial cracking of the glass from the edge damage, which may be difficult to see because of the black print on the glass.
Typical Damage Location:	Glass Edge.
Possible Cause:	Damaged during assembly to the vehicle. Impact to glass edge (exposed edges e.g. A-post, top of glass)








Figure 3

Windscreen identified as damaged through a stress fracture

In the event the screen has been identified as cracked/damaged through a stress fracture (See Figure 4 as an example) and the vehicle is covered by manufacturers/extended warranty the retailer MUST carry out the following instructions



Figure 4

- Damaged windscreens MUST be reported as per the Mandatory DISS reporting policy
- A DISS query must be raised, the retailer MUST not carry out windscreen replacement or removal until permission has been granted through the open DISS query *NOTE: Product Support may request the screen is removed for further diagnosis*
- The retailer must ensure that the following information is attached within the query
- Clear photographs of the crack/damage
- Clear description of the location in which the crack/damage is emitting from for example: Right hand front corner
- Video to be attached to the DISS query clearly showing the tip of a ball point pen being run along the length of the suspected crack

Warranty accounting instructions

In the event a windscreen is replaced under Warranty without prior permission via an open DISS query we may reject the warranty claim and redebit the parts