

Technical Service Bulletin

Topic	New Flying Spur - Flying "B" Mascot
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2058354/2
Level	EH
Status	Released for publishing
Release date	May 4, 2020

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> spoiler, vent grille, retainers -> radiator grille	component, automotive fluids -> incorrect	
body attachments and installations -> spoiler, vent grille, retainers	functionality	
body attachments and installations -> spoiler, vent grille, retainers -> radiator grille	appearance, surface -> scratch	
body attachments and installations -> spoiler, vent grille, retainers -> radiator grille	component, automotive fluids -> damaged	
body attachments and installations -> spoiler, vent grille, retainers -> radiator grille	contamination -> dirty	

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> spoiler, vent grille, retainers -> radiator grille	component, automotive fluids -> incorrect	

Vehicle data

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*

Documents

Document name
master.xml

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Condition

This Technical Product Information (TPI) Document is designed to give repair guidance and standardised fault reporting for Flying "B" functionality, poor finish and damage concerns.



Technical Background

Multiple concerns have been raised about the functionality and appearance of the Flying "B" mascot, this document provides recommendations for each particular fault condition.

Specific Damage Codes should be used when making any warranty claim – see *Measure* and *Warranty accounting instruction* sections.

Production Solution

Not applicable

Service

Description	Damage Code	Solution	Information
Corrosion beneath "clear" section of Flying "B" wings.	0001	Replace Flying "B" elevating assembly.	Figure 1.
Corrosion on edges of Flying "B" wings.	0002	Remove corrosion using metal polish. If corrosion cannot be removed successfully or there is a repeat complaint of corrosion, replace Flying "B" elevating assembly.	Figure 2. Care must be taken not to damage paint on Radiator Shell.
Functionality Slow operation / vibrates / fail to deploy / fail to stow / bounces back.	0017	Apply "Tri-Flow" lubricant. If the concern is still present after applying the lubricant, raise a DISS query and seek advice.	Figure 5. <i>See Functionality – Damage Codes 0017 and 0020 below.</i>
Functionality Noise during operation.	0020	Apply "Tri-Flow" lubricant. If the concern is still present after applying the lubricant, raise a DISS query and seek advice.	Figure 5. <i>See Functionality – Damage Codes 0017 and 0020 below.</i>
Surface Finish Surface - visual damage.	0030	Remove light surface damage using metal polish – if damage cannot be successfully removed replace Flying "B" elevating assembly.	Care must be taken not to damage paint on Radiator Shell.
Electrical fault - fail to deploy / fail to stow, wings do not illuminate or "flicker" when illuminated.	0040	If Diagnostic Trouble codes are stored in 8108 – Control Unit For Hood Ornament -follow <i>Guided Fault Finding</i> paths to determine root cause. Check condition of electrical connector and connections. If no fault found replace Flying "B" elevating assembly.	Figure 6.

Surface Finish – black painted variant. Insufficient paint adhesion.	0067	Replace Flying “B” elevating assembly.	Figure 7. Black variant only.
Surface Finish – Polished variant. Polishing marks.	0072	Remove using metal polish - if marks cannot be removed replace Flying “B” elevating assembly.	Care must be taken not to damage paint on Radiator Shell.
Surface Finish – Polished and black painted variants. Surface Scratch Pre Delivery Inspection (PDI) only	0080	Remove using metal or paint polish – For PDI only - if scratch cannot be removed replace Flying “B” elevating assembly.	Care must be taken not to damage paint on Radiator Shell.
Surface Finish – Black painted variant. Inclusions within paint.	0084	Replace Flying “B” elevating assembly.	Black variant only.
Surface Finish – Polished variant. Sanding marks / grooves.	0086	Replace Flying “B” elevating assembly.	

Corrosion – Damage codes 0001 and 0002



Figure 1



Figure 2

Functionality – Damage codes 0017 and 0020

The Flying “B” mechanism should be lubricated as follows:

Remove the radiator shell, refer to *Repair Group 66 Exterior equipment / Radiator shell / Flying “B” assembly – To remove and fit.*

Fully reveal the Flying “B” using the following icons on the Infotainment Touch Screen – Figure 3.



Figure 3

VERY IMPORTANT: The Flying “B” MUST be revealed for the next part of the procedure DO NOT lubricate the mechanism with the Flying “B” concealed (Figure 4)



Figure 4

Referring to Figure 5 - Ensuring the Flying “B” is revealed - Using the precision spray nozzle, lubricate the Flying “B” mechanism, apply “Tri-Flow” industrial lubricant into the four holes shown, the lubricant should be dispensed for two seconds at each location – Figure 5.

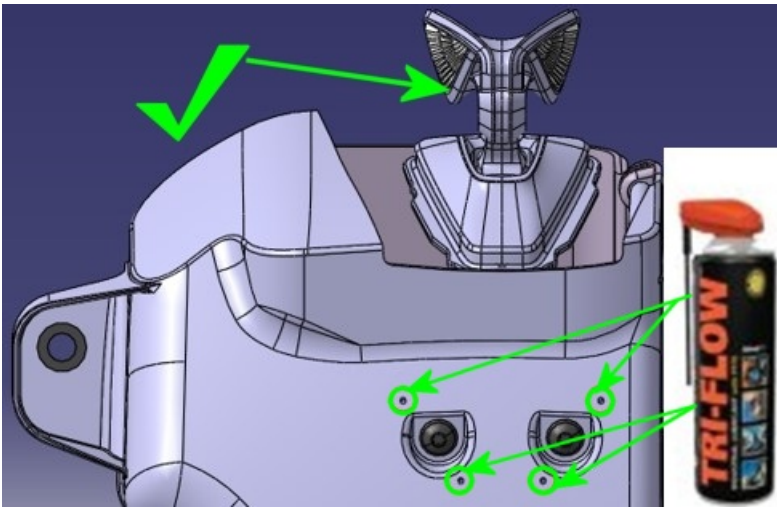


Figure 5

Conceal and reveal the Flying "B" five times to distribute the lubricant.

Remove any excess lubricant with a clean dry wipe.

If the complaint is still present, conceal the Flying "B" and repeat the lubrication process.

Electrical fault – Damage code 0040

Check condition of electrical connector and connections – Figure 6.



Figure 6

Paint – Damage code 0067

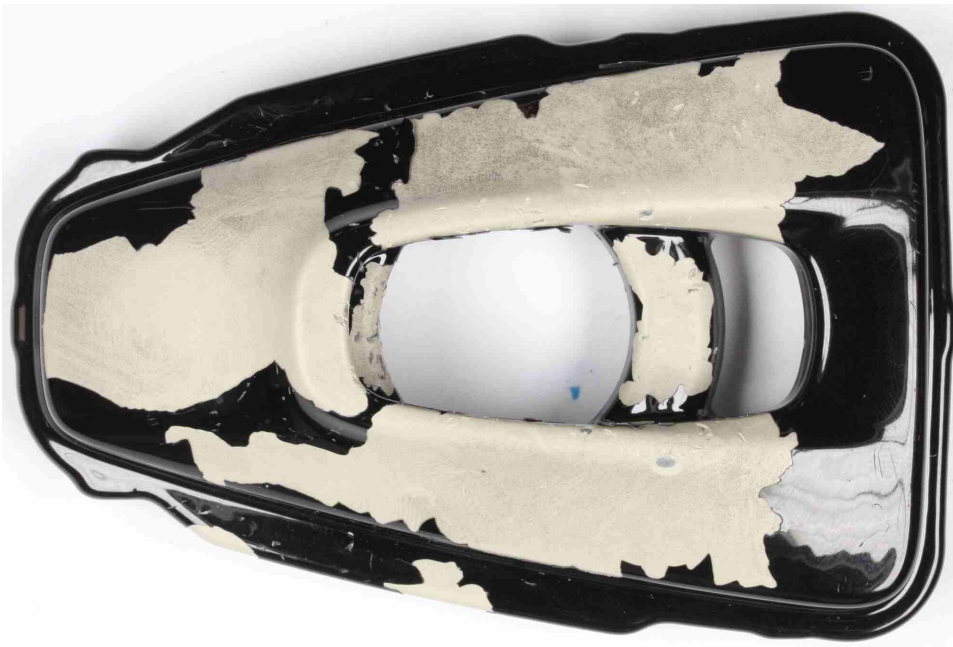


Figure 7

Warranty

Warranty type – 110 or 910

Damage Service Number – 6607

Damage Code – See table below

Labour Operation Codes – See table below.

Time – See table below.

Damage Code	Description	Labour Operation Code	Time (TU)
N/A	Radiator grill removed and reinstalled	66 05 19 00	30
N/A	Area View Camera Adjust	90 83 15 00	40
0001	Replace Flying "B" elevating assembly	66 07 19 50	10
0002	Remove corrosion - polish	66 07 49 00	30
	Replace Flying "B" elevating assembly	66 07 19 50	10
0017	Lubrication of Flying "B" elevating assembly	66 07 49 50	10
0020	Lubrication of Flying "B" elevating assembly	66 07 49 50	10
0030	Light surface damage - polish	66 07 49 00	30
	Replace Flying "B" elevating assembly	66 07 19 50	10
0040	Electrical connector / connections - Check	66 07 01 50	10
	Replace Flying "B" elevating assembly	66 07 19 50	10
0067	Replace Flying "B" elevating assembly	66 07 19 50	10
0072	Polishing marks - Polish	66 07 49 00	30
	Replace Flying "B" elevating assembly	66 07 19 50	10
0080	Light surface scratch - Polish	66 07 49 00	30
	Replace Flying "B" elevating assembly	66 07 19 50	10
0084	Replace Flying "B" elevating assembly	66 07 19 50	10
0086	Replace Flying "B" elevating assembly	66 07 19 50	10

Required Parts and Tools

“Tri-Flow” industrial lubricant or similar low viscosity, penetrating lubricant containing Polytetrafluoroethylene (PTFE) – source locally.

Proprietary metal polish – source locally.

Proprietary paint polish – source locally.