

Technical product information

Topic	New Flying Spur - Flying "B" Mascot
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2058354/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> spoilers, air intake grilles, brackets -> radiator grill	component / consumables -> wrong	
body fixtures and fittings -> spoilers, air intake grilles, brackets	functionality	
body fixtures and fittings -> spoilers, air intake grilles, brackets -> radiator grill	visual appeal / surface -> scratched	
body fixtures and fittings -> spoilers, air intake grilles, brackets -> radiator grill	component / consumables -> damaged	
body fixtures and fittings -> spoilers, air intake grilles, brackets -> radiator grill	soiling -> soiled	

New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> spoilers, air intake grilles, brackets -> radiator grill	component / consumables -> wrong	

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
3425004triflowpenetrantlubricant.pdf

Customer statement / workshop findings

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.

Within the Measure section of this TPI there are two individual sections

Section 1 - Details individual symptoms regarding the Flying "B" functionality and appearance

Section 2 – Contains a check list which MUST be completed and returned via a new or existing DISS query should further assistance be required

IMPORTANT INFORMATION: When conducting Section 2, the operative MUST submit/attach the following information to a new DISS query or an existing query relating to Flying "B" issues

- Completed checklist
- Images of the vehicle condition - In particular the Flying "B" area (Ensure license plate and VIN details are not visible)
- Video of the failure NOTE: Please capture the front of the vehicle for at least one up/down operation (when possible) before zooming or moving in closer to the issue, the video MUST be recorded in a quiet environment
- Battery health - Print out of the results

NOTE: Please ensure any other findings or issues relating to the Flying "B" are clearly described within the DISS query

The Flying "B" motor casing MUST not be opened under any circumstances as warranty will be invalidated

Production change

Not applicable

Measure

Section 1

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. See <i>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.

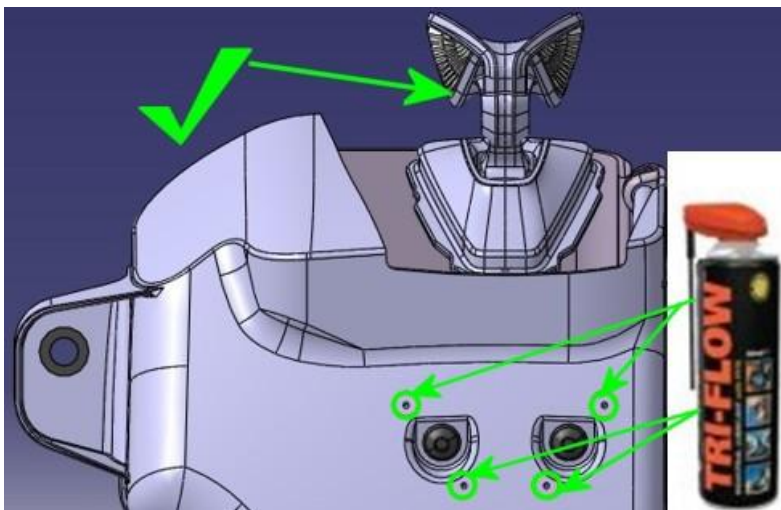


Figure 5

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

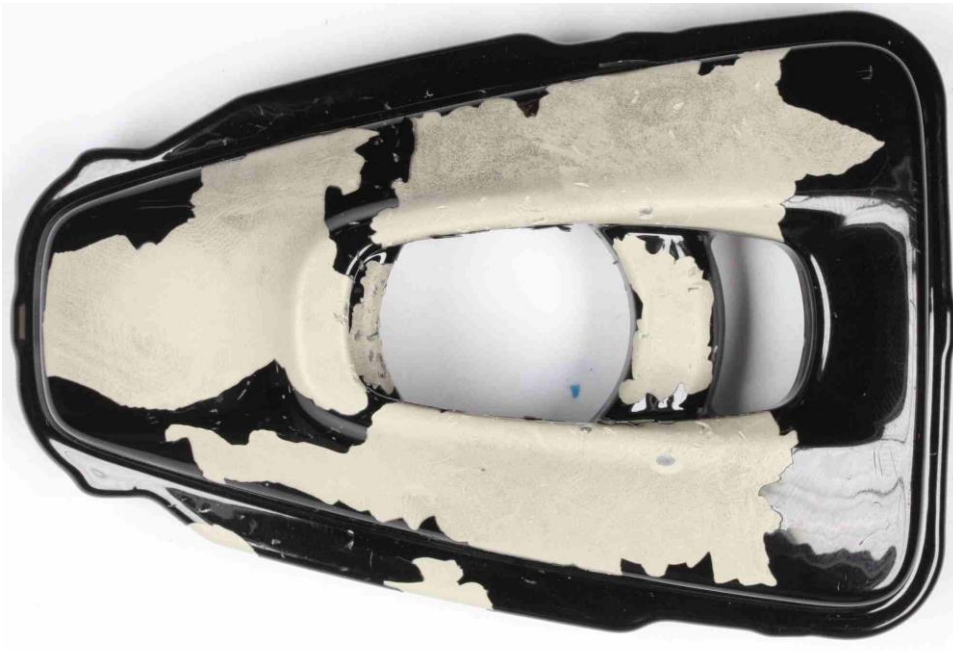


Figure 7

Section 2

IMPORTANT INFORMATION: When conducting Section 2, the operative **MUST** submit the following information to a new DISS query or an existing query relating to Flying “B” issues

- Completed checklist
- Images of the vehicle condition - In particular the Flying “B” area (Ensure license plate and VIN details are not visible)
- Video of the failure **NOTE:** Please capture the front of the vehicle for at least one up/down operation (when possible) before zooming or moving in closer to the issue, the video **MUST** be recorded in a quiet environment
- Battery health - Print out of the results

NOTE: Please ensure any other findings or issues relating to the Flying “B” are clearly described within the DISS query

Failure description

Does not deploy (No movement)	Yes or No
Does not deploy (Attempted movement)	Yes or No
Does not retract (No movement)	Yes or No
Does not retract (Attempted movement)	Yes or No
Does not manually retract below the radiator grill	Yes or No
Does not illuminate	Yes or No
Flashing illumination	Yes or No
Dimly lit illumination	Yes or No
Contamination behind the wings	Yes or No
Discolouration behind the wings	Yes or No
Wings have detached	Yes or No
Corrosion	Yes or No

Other Comments – please specify

Frequency of the failure

Every operation Yes or No

Most operation Yes or No

Occasionally Yes or No

In specific conditions only:

After washing the car Yes or No

After rain Yes or No

Other Comments – please specify

Inputs where the failure occurs

Locking and unlocking the car Yes or No

TSR (Touch screen remote) Yes or No

MMI (Multi Media Interface) Yes or

No Internal button (Close and Lock) Yes or No

Flying “B” setting in the MMI where the failure occurs

Automatic Yes or No

Manual Yes or No

Battery checked

Check battery health Yes or No

Other Comments – please specify

Audio Inspection

Abrasion sound Yes or No

Creak/Squeak/Other Yes or No

Other Comments – please specify

Visual inspection

Gap and profile OK or NOK

Witness marks/clashes OK or NOK

If any area of the visual inspection is NOK Please highlight on Figure 8

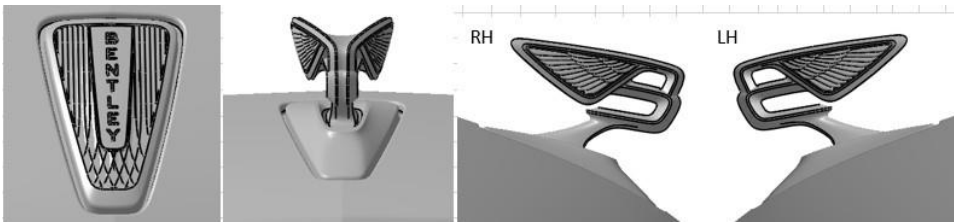


Figure 8

Other Comments – please specify

Warranty accounting instructions

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

Parts information

“Tri-Flow” industrial lubricant or similar low viscosity, penetrating lubricant containing Polytetrafluoroethylene (PTFE) – source locally (See the attached Tri-Flow data sheet)

Proprietary metal polish – source locally.

Proprietary paint polish – source locally.