

Technical product information

Topic	Windscreen replacement criteria whilst under manufacturers warranty
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2057841/3
Level	EH
Status	Released for publishing
Release date	27-Aug-2021

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		*	*	*
***	2022	E		*	*	*
***	2023	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

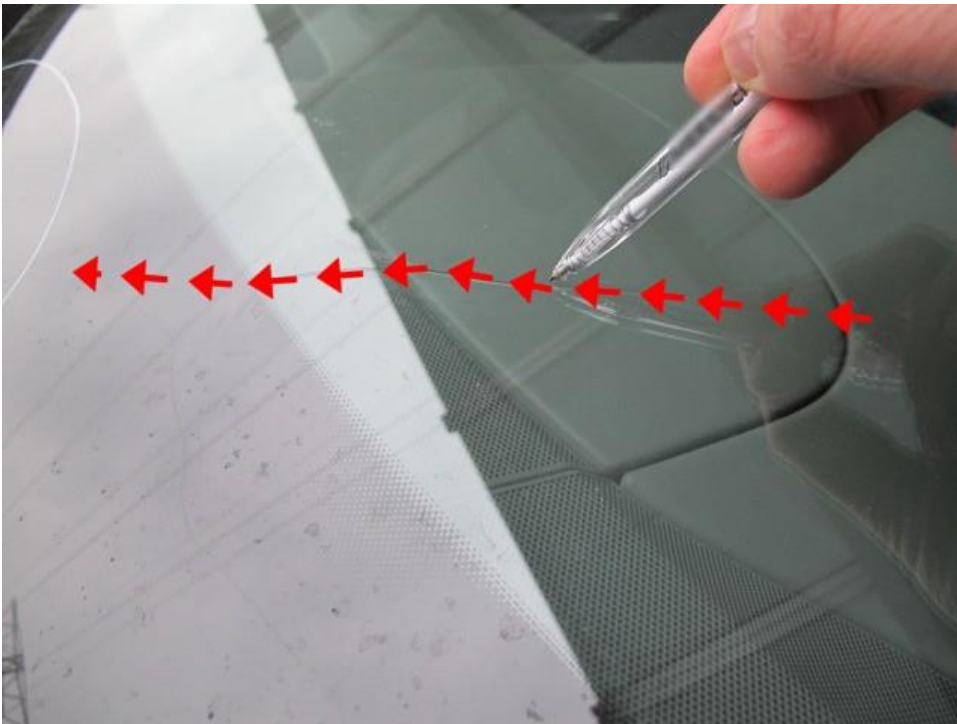


Figure 1

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

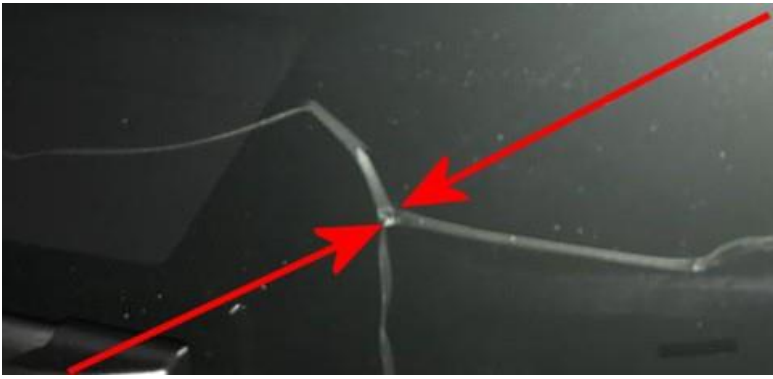


Figure 2

- 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)

Three small images showing different types of glass edge damage. Each image includes a ruler for scale. The first image shows a significant amount of glass shelling and radial cracking. The second image shows a smaller amount of damage with some radial cracking. The third image shows a very fine crack along the edge.

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