

Technical product information

Topic	New Continental GT(C) - Door/window seals damaged/worn and/or water ingress at the front door/window seals
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2067820/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> window opening/closing, window heating -> window drop at door-opening	functionality -> defective function sequence	rear right
body fixtures and fittings -> window opening/closing, window heating -> window return at door-closing	functionality -> without function / defect	front left
body fixtures and fittings -> window opening/closing, window heating -> window return at door-closing	functionality -> without function / defect	rear left
body fixtures and fittings -> window opening/closing, window heating -> window return at door-closing	functionality -> without function / defect	front right
body fixtures and fittings -> window opening/closing, window heating -> window return at door-closing	functionality -> without function / defect	rear right
body fixtures and fittings -> window opening/closing, window heating -> window drop at door-opening	functionality -> defective function sequence	front left
body fixtures and fittings -> window opening/closing, window heating -> window drop at door-opening	functionality -> defective function sequence	rear left
body fixtures and fittings -> window opening/closing, window heating -> window drop at door-opening	functionality -> defective function sequence	front right
body fixtures and fittings -> doors -> window channel seal	component / consumables -> damaged	
body fixtures and fittings -> doors -> window frame seal	component / consumables -> damaged	
body fixtures and fittings -> closures	leaks	

Vehicle data

New Continental GT and GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2022	E		*	*	*
3S4*	2022	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	N	C	002855	003458		

Documents

Document name
master.xml

Customer statement / workshop findings

The following seals may be reported as damaged by the customer:

- Front door seal
- Division bar seal
- Complaints of water ingress at the front door seal and/or division bar seal may also be received

Technical background

NOTE TO PRODUCT SUPPORT:

On receipt of a qualifying technical DISS query must second level the query and await feedback before sending a response to the retailer

In the event the symptoms are as described and one or a combination of the issues shown within Figures 1 to 5 are evident please refer to the Measure section of this TPI



Figure 1 (Door seal split and division bar seal worn)



Figure 2 (Seal split and division bar seal worn)



Figure 3 (Door seal worn)



Figure 4 (Door seal worn)



Figure 5 (Door seal worn and division bar seal worn/split)

Production change

Under investigation

Measure

1) Raise a technical DISS query and await feedback via the open DISS query before conducting any further work

NOTE TO PRODUCT SUPPORT:

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