

Technical product information

Topic	Front windscreen - Water ingress - Left or right hand side Or water ingress from the top of the front windscreen
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2075729/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> glazing, window lifters -> windscreen	leaks -> water ingress	
whole vehicle -> vehicle areas -> window frame -> windscreen frame	noise, vibration -> noise	

Vehicle data

Bentayga Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Water ingress into the cabin (Front windscreen)

Technical background

Water ingress into the cabin from the locations shown in Figure 1

Front windscreen water ingress (into cabin) - Left hand side

Or

Front windscreen water ingress (into cabin) - Right hand side

NOTICE
In this scenario refer to Section 1



Figure 1

Or

Referring to Figure 2 - Front windscreen water ingress (into cabin) from the top of the windscreen

NOTICE
In this scenario refer to Section 2



Figure 2



Hint: The locations of the water ingress and photographs which are attached within this TPI are shown for illustration / example purposes only

Production change

Not applicable

Measure

Section 1 - Water ingress from the left and / or right hand side

⚠ WARNING

The operative **MUST** ensure that all interior / exterior trim assemblies are suitably protected. Warranty payments will not be authorised for any claims relating to damaged trim

- 1) Referring to TPI 2062622/ - identify the location of the water ingress
- 2) Once the location of the ingress has been identified the operative should conduct the following:
 - Mark the point of the ingress using masking tape (Figure 3)

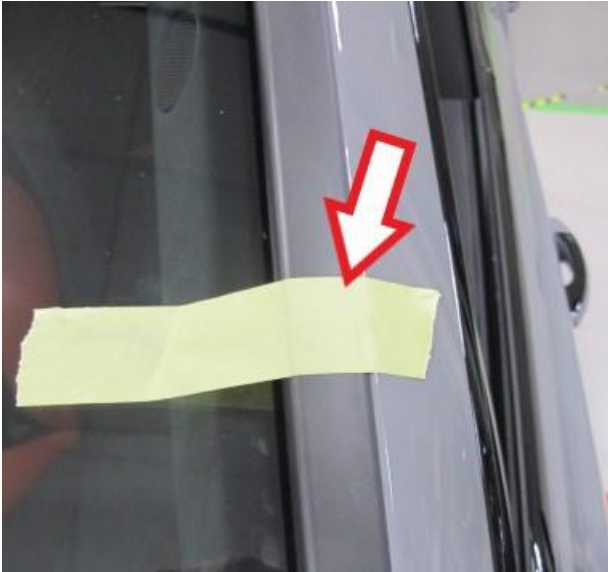


Figure 3

- Take a clear photograph showing the exact location of the ingress
- 3) Raise a technical DISS query
 - Attach all photographs to the DISS query
 - Submit the DISS query, then carry out the onward instructions
 - 4) Referring to Rep.Gr 64 - Remove the applicable windscreen blackware rain deflector
 - 5) Referring to Rep.Gr 70 - Remove the applicable upper A- post trim

Exterior

- 6) Thoroughly dry the affected area
 - Clean the area using isopropyl or pre impregnated isopropyl wipes

ⓘ NOTICE

Ensure all locations are clean and dry before applying sealant

- Referring to Figure 4 - Apply suitable masking tape over the windscreen and A-post pillar
- With extreme care - Apply sealant at the location of the ingress



Figure 4

⚠ WARNING
DO NOT UNDER ANY CIRCUMSTANCES FILL THE GAP IN BETWEEN THE A-POST AND WINDSCREEN OUTER EDGE WITH SEALANT (Figure 5)



Figure 5

- Use a narrow spatula to push the sealant inwards to fill / compact the sealant into the cavity between the lower face of the windscreen and the upper face of the A-Post (Figure 6)

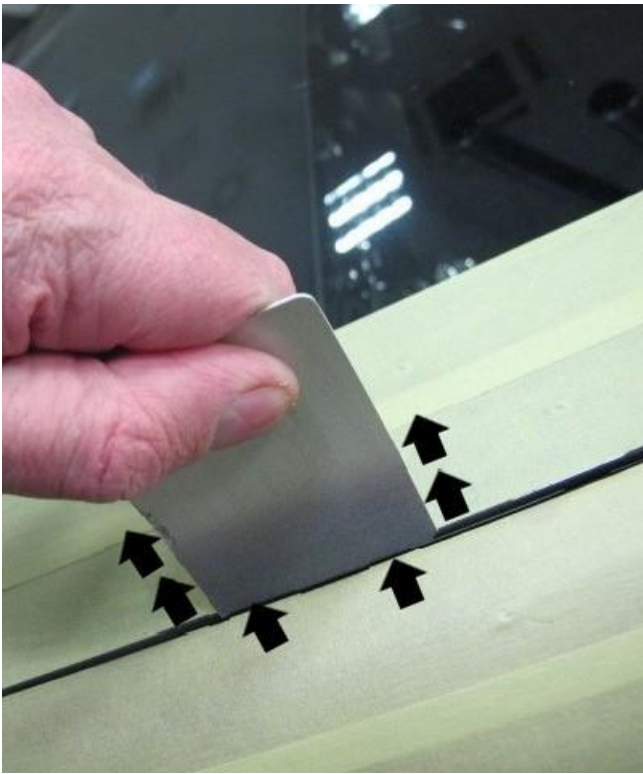


Figure 6

- Once applied smooth the sealant to ensure a neat finish

NOTICE
Ensure the drain channel is clear - Ensure there is no sealant within the channel between the screen and the A-post Pillar (Figure 7)



Figure 7

Interior

7) Thoroughly dry the affected area

- Clean the area using isopropyl or pre impregnated isopropyl wipes

NOTICE

Ensure all locations are clean and dry before applying sealant

- Referring to Figure 8 - Apply sealant onto a suitable / clean plastic tray



Figure 8

8) Use a narrow spatula to compact the sealant into the cavity between the lower face of the windscreen and the upper face of the A-post pillar (Figure 9) until the sealant is positioned as shown in Figure 10



Figure 9

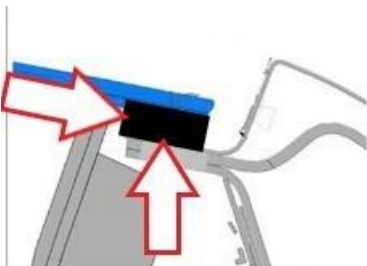


Figure 10

9) Once applied smooth the sealant to ensure a neat finish

- Remove any excess sealant using isopropyl or pre impregnated isopropyl wipes

⚠ CAUTION

Before refitting any of the previously removed components the operative must confirm the issue has been repaired as follows:

- Allow the sealant to cure (Refer to the sealant manufacturers drying guidelines) prior checking the integrity of the repair
- Repeat the instructions within TPI 2062622/- to confirm the issue is resolved
- Should no ingress be evident after conducting 2062622/- the operative must conduct a second test using a smoke machine or low pressure water hose - **DO NOT USE A JET WASH**
- If the issue is resolved (ingress repaired) refit the previously removed components

However

If the issue is not resolved (ingress still evident) please raise a new technical DISS query or respond via the existing DISS query to request permission to remove the windscreen, once permission has been granted please continue with the removal of the front screen / sealing process

⚠ CAUTION

The windscreen **MUST NOT** be reused once removed

Section 2 - Water ingress from the top of the front windscreen

- 1) Referring to TPI 2062622/ - identify the location of the water ingress
- 2) Once the location of the ingress has been identified the operative should conduct the following:
 - Mark the point of the ingress using masking tape (Figure 11)



Figure 11

- Once the ingress has been located, take a clear photograph showing the exact location
- 3) Raise a technical DISS query
 - Attach all photographs to the DISS query
 - Submit the DISS query and carry out the onward instructions

⚠ WARNING

The operative **MUST** ensure that all interior trim assemblies are suitably protected. Warranty payments will not be authorised for any claims relating to damaged trim



Hint: In this scenario the sealant must only be applied to the upper part of the screen from the interior side of the vehicle THIS IS DUE TO THE NARROW GAP BETWEEN THE UPPER EDGE OF THE WINDSCREEN AND THE ROOF PANEL . DO NOT APPLY SEALANT TO THE UPPER EDGE OF THE SCREEN FROM THE EXTERIOR ONLY APPLY SEALANT FROM THE INTERIOR SIDE



Please note the following depending on vehicle type / ingress location

In the event the ingress is as at the location shown in Figure 12 - DO NOT REMOVE THE HEADLINER the operative must only remove the following components as described within the applicable Rep.Gr

- Remove the front roof console
- Remove the interior mirror from the windscreen
- Remove the camera for front assist systems. Refer to "camera for driver assist systems - to remove and fit"
- Remove both sunvisors
- Remove all grab handles
- Remove both upper A-post trim panels
- Pull down on the front of the headlining to release the clipping points and allow to hang

NOTICE

It is not necessary to completely remove the headlining. Apply protective tape to the front edge of the headlining to protect the trim from any damage during removal or fitment of the windscreen

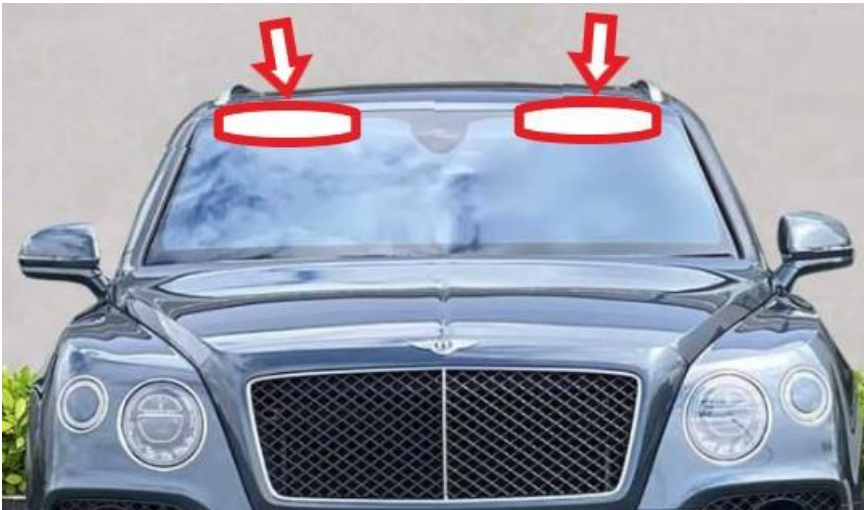


Figure 12

Or

In the event the ingress is at the location shown in Figure 13 - Remove the roof console and interior mirror only to gain access to the area of the ingress

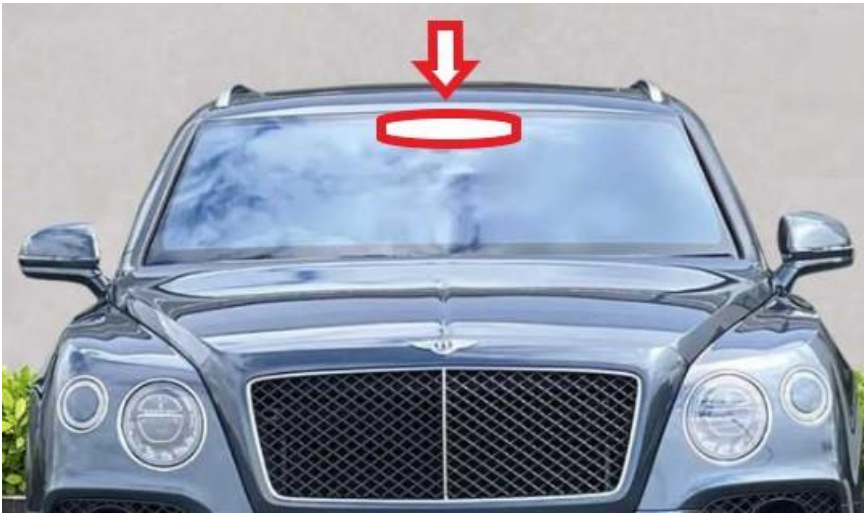


Figure 13

4) Referring to Figure 14 - Apply sufficient sealant onto a suitable / clean plastic tray



Figure 14

- Use a narrow spatula to fill / compact the sealant into the cavity from inside the vehicle at the point of the water ingress (see example shown in Figure 15)

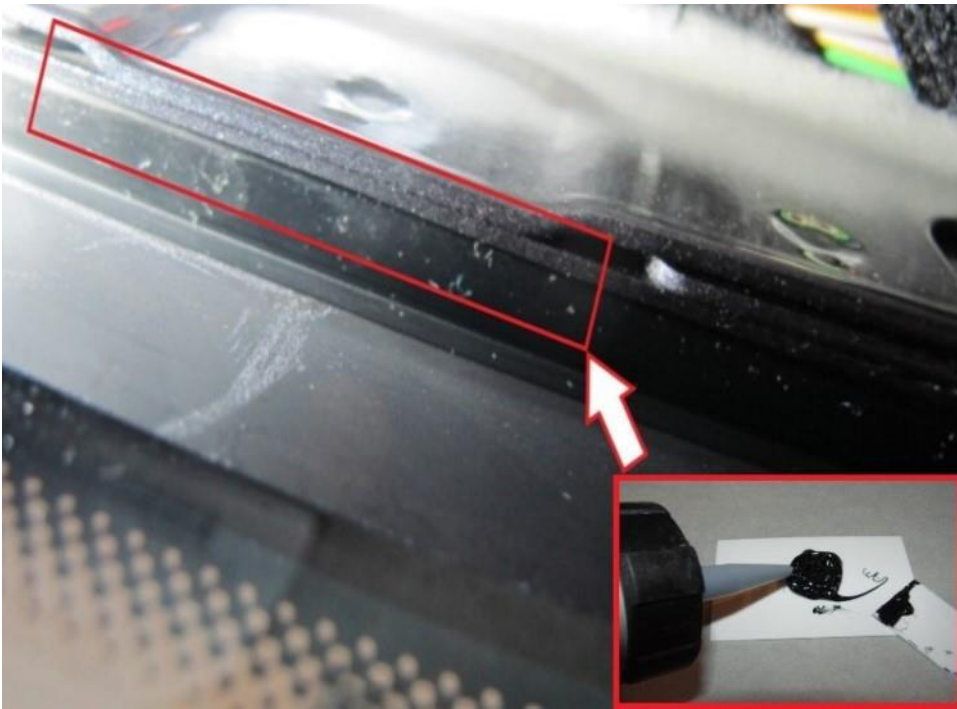


Figure 15

- Once the sealant has been applied the condition should be as shown in Figure 16

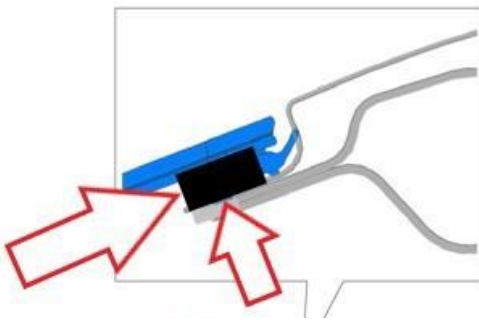


Figure 16

5) Once applied smooth the sealant to ensure a neat finish

- Remove any excess sealant using isopropyl or pre impregnated isopropyl wipe

⚠ CAUTION

Before refitting any of the previously removed components the operative must confirm the issue has been repaired as follows:

- Allow the sealant to cure (Refer to the sealant manufacturers drying guidelines) prior checking the integrity of the repair
- Repeat the instructions within TPI 2062622/- to confirm the issue is resolved
- Should no ingress be evident after conducting 2062622/- the operative must conduct a second test using a smoke machine or low pressure water hose - **DO NOT USE A JET WASH**
- In the issue is resolved (water ingress repaired) refit the previously removed components

However

If the issue is not resolved and ingress is still evident please raise a new technical DISS query or respond via the existing DISS query to request permission to remove the windscreen, once permission has been granted please continue with the removal of the front screen / sealing process

⚠ CAUTION

The windscreen **MUST NOT** be reused once removed

Warranty accounting instructions

Warranty type 910 or 110

Damage service number 64 10

Damage code 00 50

Time to remove and refit (x1) rain deflector

Labour operation code 66 61 19 00

Time 10 TU

Time to remove and refit (x1) A post pillar trim

Labour operation code 70 57 19 00

Time 20 TU

Roof trim loosen / fasten to gain access to the top of the front screen

Labour operation code 70 84 19 05 (Use 99 index until 05/12/24)

Time 110 TU

Sealant application

Labour operation code 64 10 51 50 (Use 99 index until 05/12/24)

Time 20 TU

Water ingress test

Labour operation code 06 89 01 50 (Use 99 index until 05/12/24)

Time 20 TU

Time to calibrate the front camera for driver systems

Labour operation code 96 38 15 50

Time 120 TU

Post repair road test

Labour operation code 01 21 00 01

Time 30 TU

NOTICE

The following LOT's must only be claimed if the application of the sealant was not successful resulting in the requirement to replace the front screen

– Please also note if the screen was replaced the following MUST not be claimed individually

- *Rain deflector*
- *A post pillar trim*

Time to replace the front windscreen with lane assist

Labour operation code 64 10 19 01

Time 330 TU

Time to replace the front windscreen with lane assist

Labour operation code 64 10 19 00

Time 250 TU

Time to remove and refit the heads up display unit

Labour operation code 90 91 15 00

Time 40 TU

Parts information

NOTICE

The following must be sourced locally

- Isopropyl cleaner or similar specification
- Mykal wipes or similar specification
- Sika Tack-Drive or Betafil 217 (Figure 17) or similar specification



Figure 17

⚠ CAUTION

The windscreen **MUST NOT** be reused once removed - Refer to the ETKA parts catalogue