

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.	2075624/1
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

Continental GT / C and Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Front windscreen - Water ingress - Left or right hand side Or water ingress from the top of the front windscreen

Customer statement / workshop findings

Water ingress into the cabin (Front windscreen)

Hint: For clarity the procedure is the same regardless of vehicle type (Flying Spur or Continental GT / C) unless otherwise stated

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 repair location of the water ingress detailed within this TPI are shown for illustration 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) until the sealant is as shown in Figure 7

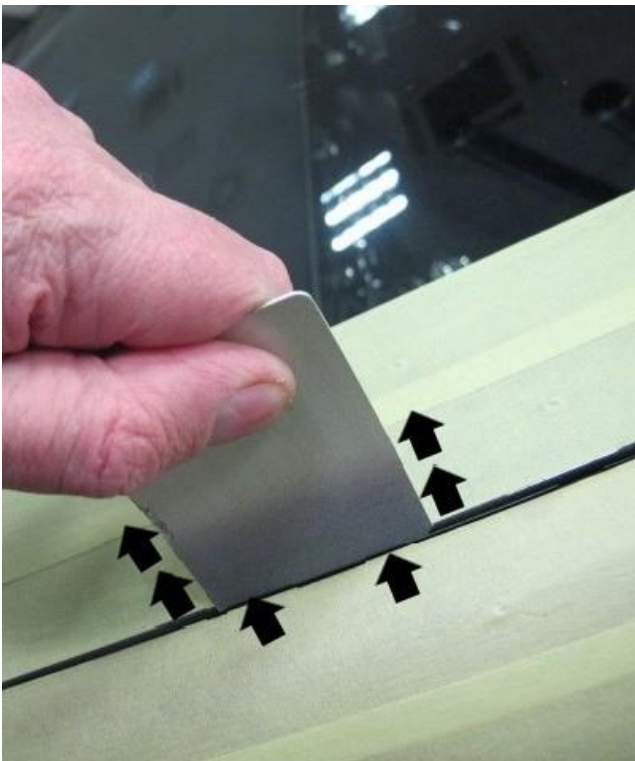


Figure 6

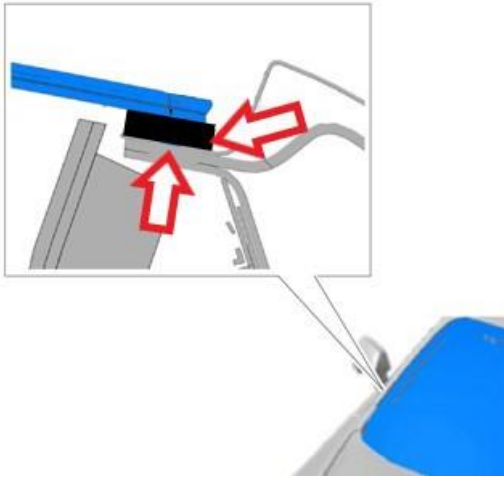


Figure 7

- 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 8)



Figure 8

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 9 - Apply sealant onto a suitable / clean plastic tray



Figure 9

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 10) until the sealant is positioned as shown in Figure 11



Figure 10

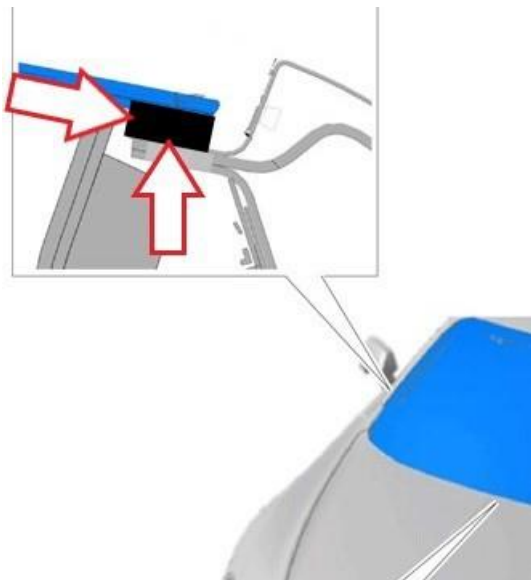


Figure 11

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



The windscreen can be reused providing it is removed undamaged

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 12)



Figure 12

- 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 SEAL 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

Continental GT - Remove the headliner - Refer to Rep.Gr 70

Flying Spur - Loosen the headliner DO NOT FULLY REMOVE THE HEADLINER - Refer to Rep.Gr 70



In the event the ingress is as at the location shown in Figure 13 - Loosen the headliner DO NOT REMOVE THE HEADLINER

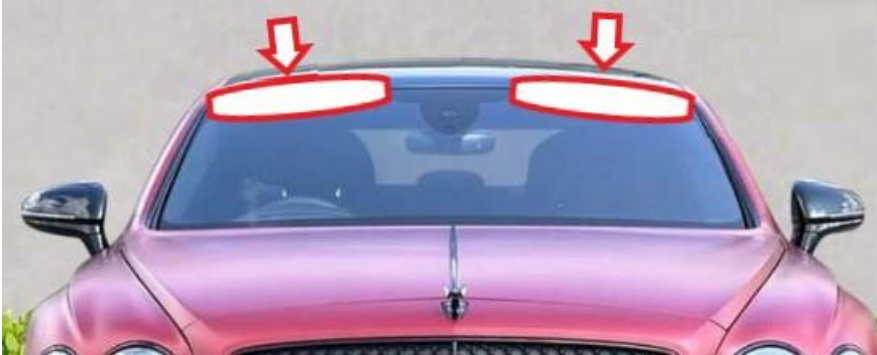


Figure 13

Or

In the event the ingress is at the location shown in Figure 14 - Remove the roof console only to gain access to the area of the ingress



Figure 14

Continental GTC - Remove the header trim panel

4) Referring to Figure 15 - Apply sufficient sealant onto a suitable / clean plastic tray



Figure 15

- 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 16)

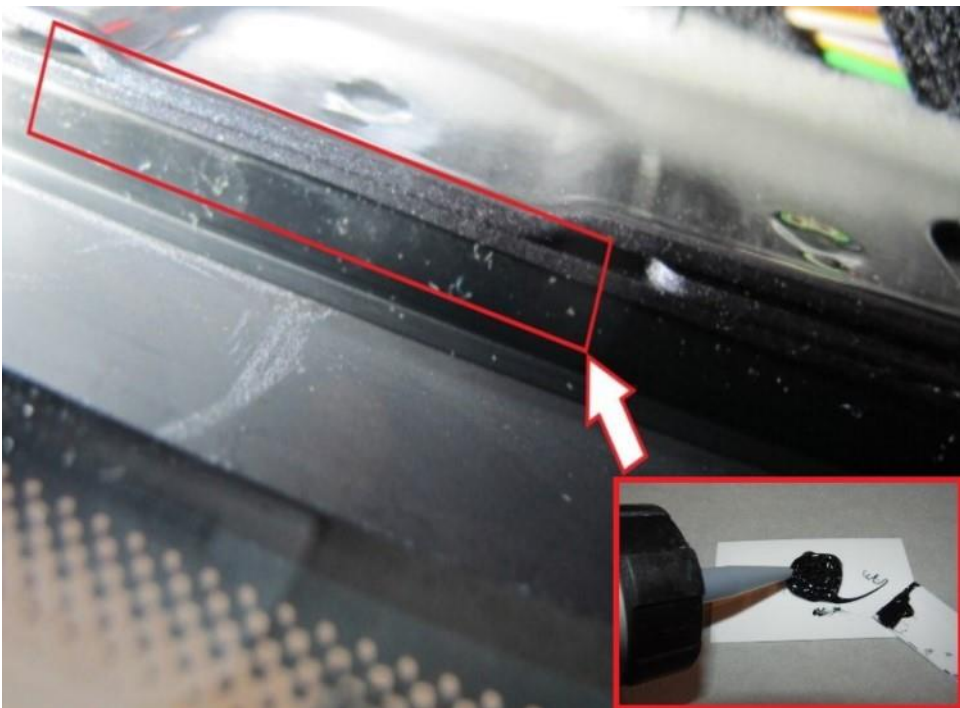


Figure 16

- Once the sealant has been applied the condition should be as shown in Figure 17

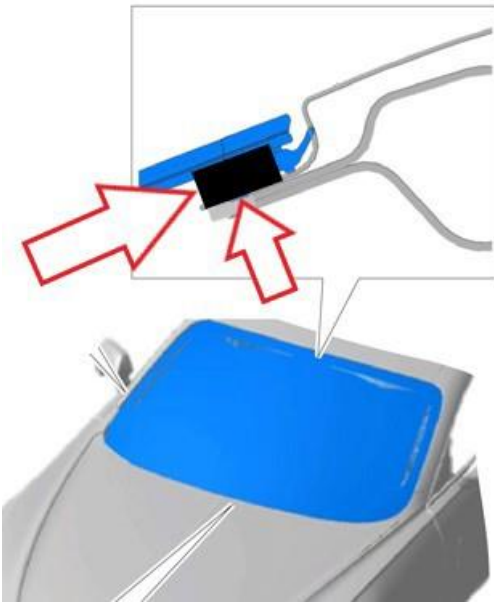


Figure 17

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



The windscreen can be reused providing it is removed undamaged

Warranty accounting instructions

Warranty type	910 or 110
Damage service number	64 10
Damage code	00 50

All models

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	10 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

Post repair road test

Labour operation code 01 21 00 01
Time 30 TU

Flying Spur

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

Labour operation code 70 84 09 10
Time 310 TU

Time to remove the front roof console - Flying Spur

Labour operation code 96 20 19 00
Time 10 TU

Continental GT

Remove and refit headlining

Labour operation code 70 84 19 00
Time 140 TU

Time to remove the front roof console

Labour operation code 96 20 19 00
Time 20 TU

Continental GTC

Remove and refit the front header trim

Labour operation code 61 21 19 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 remove the front screen

– Please also note if the screen was removed and refitted the following MUST not be claimed individually

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

Time to remove and refit the front windscreen

Labour operation code 64 10 19 00

Flying Spur

Time 270 TU

Continental GT

Time 260 TU

Continental GTC

Time 250 TU

Time to calibrate the front camera for driver systems (only to be claimed if the screen was removed and refitted to fully apply sealant)

The windscreen can be reused providing it is removed undamaged

Labour operation code 96 38 15 50

Time 120 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 16) or similar specification



Figure 16