

Technical Service Bulletin

Topic	Surface Contamination "A" Post Water Deflector Bentayga 17MY - 25MY
Market area	Hongkong-Macau (5HK),Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2049193/3
Level	EH
Status	Released for publishing
Release date	Apr 7, 2025

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> windows, power window regulators -> windshield -> windshield gap cover	component, automotive fluids -> damaged	
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> windshield trim molding	contamination -> dirty	
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> A-pillar trim strip	contamination -> dirty	

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> A-pillar trim strip	contamination -> dirty	left
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> A-pillar trim strip	contamination -> dirty	right

Vehicle data

Bentayga

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		*	*	*
4V1*	2025	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	C	000001	999999		

Documents

Document name
master.xml
master.doc

Condition

Mottled appearance on "A" post water deflectors.

Surface deposits on "A" post water deflectors cannot be removed by washing with car shampoo.



Technical Background

Surface deposits are caused by UV protection additives contained within the "A" post water deflector migrating to the surface. This migration process is intentionally designed to protect parts from brittleness and ageing, the mottled appearance may occur after a certain length of time and is also dependent on temperature and humidity.

Deposits on the surface are normally removed by weathering during normal driving or when washing the vehicle.

Production Solution

Not applicable.

Service

Wash the "A" post water deflectors to remove loose dirt and dust using the Bentley approved car shampoo. The Bentley approved rubber conditioner should then be used to remove deposits and the mottled appearance.