

# Technical Service Bulletin

<b>Topic</b>	Water ingress into the rear boot or lid   Bentayga Series   17MY - 25MY
<b>Market area</b>	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),Russian Federation 935 Volkswagen Group RUS (6935),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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2068829/3
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Apr 7, 2025

## New customer code

Object of complaint	Complaint type	Position
vehicle service -> inspection, maintenance -> performing a service	service: process -> with complaint confirmation	
body attachments and installations -> lids	leaks	
body attachments and installations -> lids -> rear lid	leaks -> water entering	

## 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		*	*	*
4V1*	2025	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

## Documents

Document name
master.xml

.....

## Condition

### Customer statement

- Water ingress within the rear lid
- Water dripping from the rear lid
- Water ingress is evident within the boot
- Water in some isolated cases may be heard moving/sloshing from the inside of the rear lid

## Technical Background

Refer to the instructions within the Measure section in conjunction with TPI 2062622/- to assist in locating the source of the water ingress

### Revision history - Version 2

Model year applicability extended

### **CAUTION**

Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a High voltage system

## Production Solution

Not applicable

## Service



**Before starting this process, the operative should ensure all water has been removed and dried from the rear lid/boot as traces of water could lead to incorrect diagnosis**

- 1) Referring to Figures 1 and 2 (below the rear lid strut) check to confirm the sealant is present and in a good condition at the location shown (right hand side)

HINT: Figure 1 shows the rear lid trim removed, however the rear lid trim does not require removal for this operation



Figure 1



Figure 2

- Repeat Step 1 on the left hand side
- Check the condition of the sealant at the remaining locations in which sealant is applied to the rear lid (joints and seams)

2) In the event that sealant is missing from the locations shown in Figure 2 (left and/or right hand side)

Or

Different locations on the rear lid the operative should clean/prepare the areas concerned and apply sealant (See parts information) to the applicable locations

- Once sealant has been applied conduct a local paint repair in the location in which sealant was missing

3) Once the sealant and paint repair has been completed and the sealant/paint has cured/dried - Check to confirm the leak has been successfully repaired

**NOTICE**

**In the event the leak is still evident the operative should conduct the onward instructions from Step 4**

4) Refer to TPI 2062622/- to assist in locating the source of the water ingress, also check the following points in which water ingress may be evident

- Figure 3 - Rear spoiler

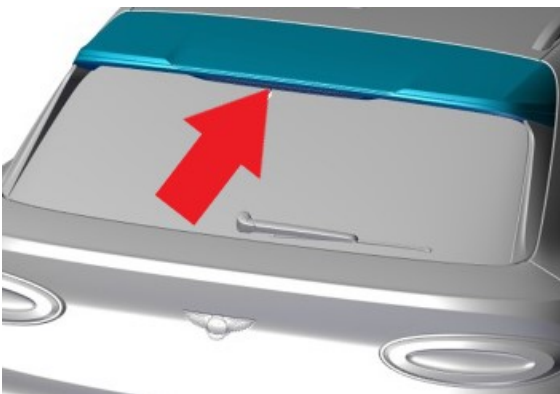


Figure 3

- Figure 4 - Rear lamps



Figure 4

- Figure 5 - Boot badge/switch

**!** NOTICE

TIP:

- Check to confirm the boot switch fixings (x2) are secure
- Check to confirm no ingress is evident from the boot badge/switch



Figure 5

- Figure 6 - Tailgate seal - Refer to Rep.Gr 55 to confirm the seal is fitted correctly and also confirm the seal is not damaged or distorted

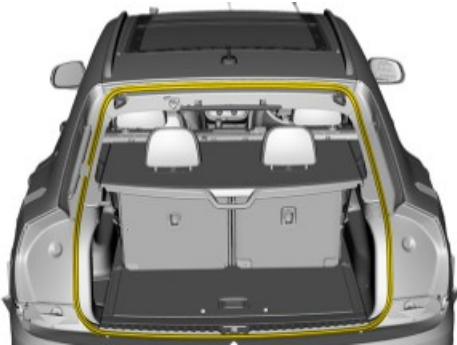


Figure 6

- Figure 7 - Upper water deflector – Check to confirm the upper water deflector is fitted correctly and not damaged/distorted



Figure 7

- Rear spoiler side strakes (Figure 8) - Check to confirm the side strakes are secure and water is not leaking past the location tang seals

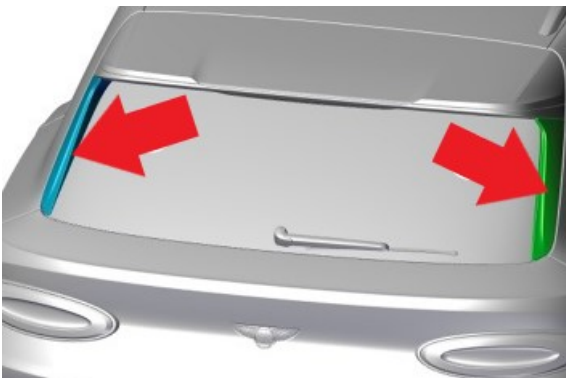


Figure 8

- Rear window glass (Figure 9) - Apply water in the locations shown (yellow line) to confirm the rear window glass is not leaking due to missing sealant



Figure 9

#### NOTICE

In the event that water ingress is suspected at the location shown in Figure 9 please raise a DISS query and await a response before conducting any further work

## Warranty

**Time to apply the sealant and conduct a local paint repair to the rear lid (when applicable as this issue will not be evident on all vehicles)**

Warranty type 110 or 910

Damage Service number 55 59

Damage code 00 50

**Labour**

Labour Operation Code 55 59 41 00

Time 50 TU

**Water ingress test (post repair)**

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

Time 20 TU



**For any other repairs which are not covered in Steps 1,2 and 3 please refer to the Labour operations section within Elsa Pro when submitting Warranty claims**

**Required Parts and Tools**

** NOTICE**

**The following must be sourced locally and only used when conducting steps 1,2 and 3**

Betafil 10215 (Black) or suitable alternative

Or

Betafil 10210 (White) or suitable alternative