

Technical Service Bulletin

Topic	Exterior Gap and Profile Information 17 - 25MY
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2077519/1
Level	EH
Status	Released for publishing
Release date	May 12, 2025

New customer code

Object of complaint	Complaint type	Position
vehicle service -> vehicle diagnosis -> vehicle EKG	service: process -> analysis insufficient/missing	

Vehicle data

All Models

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		*	*	*
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		*	*	*
Z23*	2025	E		*	*	*
Z24*	2025	E		*	*	*
Z32*	2025	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

Documents

Document name
master.xml

Condition

Customer and/or retailer may raise an issue with panel gaps/alignment or flushness.

Technical Background

Please ensure when raising a DISS ticket for exterior gap and profile issues, clearly state the measurements and the measured gap and profile location. These are important for quality assessment and determining if rework or part replacement is required.

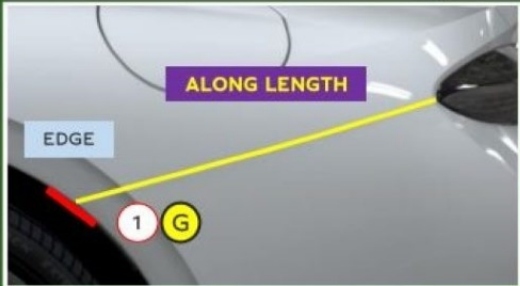
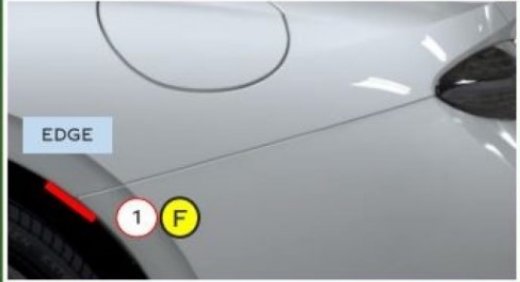
See measure section for information as to what to include in the DISS ticket.

Production Solution

Not applicable

Service

See below an example of how the information can be presented in the DISS ticket which must include, the location of the measurement, the Gap or Flushness recorded and any photographs as supplementary evidence.

Gap			
	<table border="1"><tr><td>Location e.g. Bumper to Bodyside</td></tr><tr><td>Measured value in mm</td></tr></table>	Location e.g. Bumper to Bodyside	Measured value in mm
Location e.g. Bumper to Bodyside			
Measured value in mm			
Flushness			
	<table border="1"><tr><td>Location e.g. Bumper to Bodyside</td></tr><tr><td>Measured value in mm</td></tr></table>	Location e.g. Bumper to Bodyside	Measured value in mm
Location e.g. Bumper to Bodyside			
Measured value in mm			

G = Gap

F= Flushness