

# Technical Service Bulletin

<b>Topic</b>	Rear Door Blind Defective Operation   Flying Spur   20-26MY
<b>Market area</b>	Bentley: worldwide (2WBE), China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2078338/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Jun 26, 2025

## New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> interior rearview mirror, sun visors, sun shade -> sun shade	component, automotive fluids -> damaged	
body attachments and installations -> blinds system operation	functionality	
body attachments and installations -> interior rearview mirror, sun visors, sun shade	functionality	

## Vehicle data

### 20-26MY Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2024	E		*	*	*
Z32*	2025	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

## Documents

Document name
master.xml

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## Condition

Customer may report one or more of the following issues with the rear door blind:

- Blind does not retract or extend properly
- Blind fabric appears damaged or distorted
- Letterbox-style flap is loose or detached
- Audible rattling or clicking noise from door panel
- Blind assembly partially or fully inoperative.

## Technical Background

### NOTICE

**The following most common failure modes should be considered before proceeding with the replacement of the rear side window blind**

- Rear blind/s do not operate following a CAN bus sleep
- Rear blind/s do not operate if the switch operation is a 'prolonged' hold instead of a 'Press and release' operation
- Rear blind/s do not operate following the loss of control module basic settings
- Rear blind/s will also not operate if the 'Child Lock' is on
- Rear blind/s will cease to operate if there are repeated operations of the blind sufficient to trigger a failsafe mode (usually between 10 to 15 operations in a very short period)
- As instructed within the owner's handbook, the rear blind/s will not operate if the rear window is in the lowered position
- The blind will also not operate in extreme cold temperature for example -10 degrees Celsius or 14 degrees, Fahrenheit.

Once all failure modes above have been considered, investigate the door blind for the following:

- Misplaced or dislodged letterbox flap return spring, leading to uncontrolled or inconsistent flap movement.
- Detached letterbox flap from housing due to weakened or broken retaining element.
- Sheared connecting rivet at the junction of the aluminium and plastic housing, compromising the structural integrity of the assembly.

Perform a visual inspection of the rear window door blind and investigate for possible failure modes listed above, raise a non-technical DISS and if required replace the rear door blind and return the defective blind via the standard parts return system ensuring the rear blind is suitably protected. Once received the blind will be returned to the supplier for further investigation.

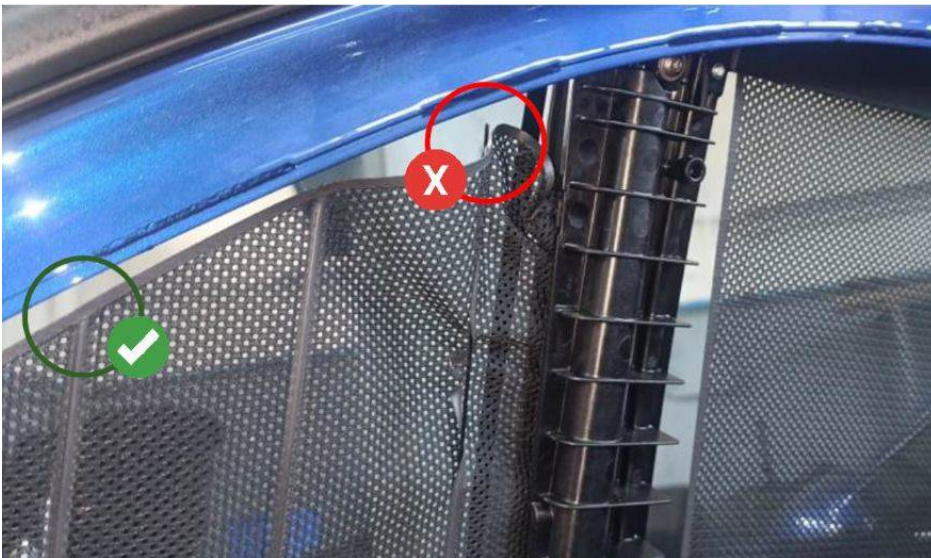
Follow the steps in the measure section for further information.

## Production Solution

Under Review

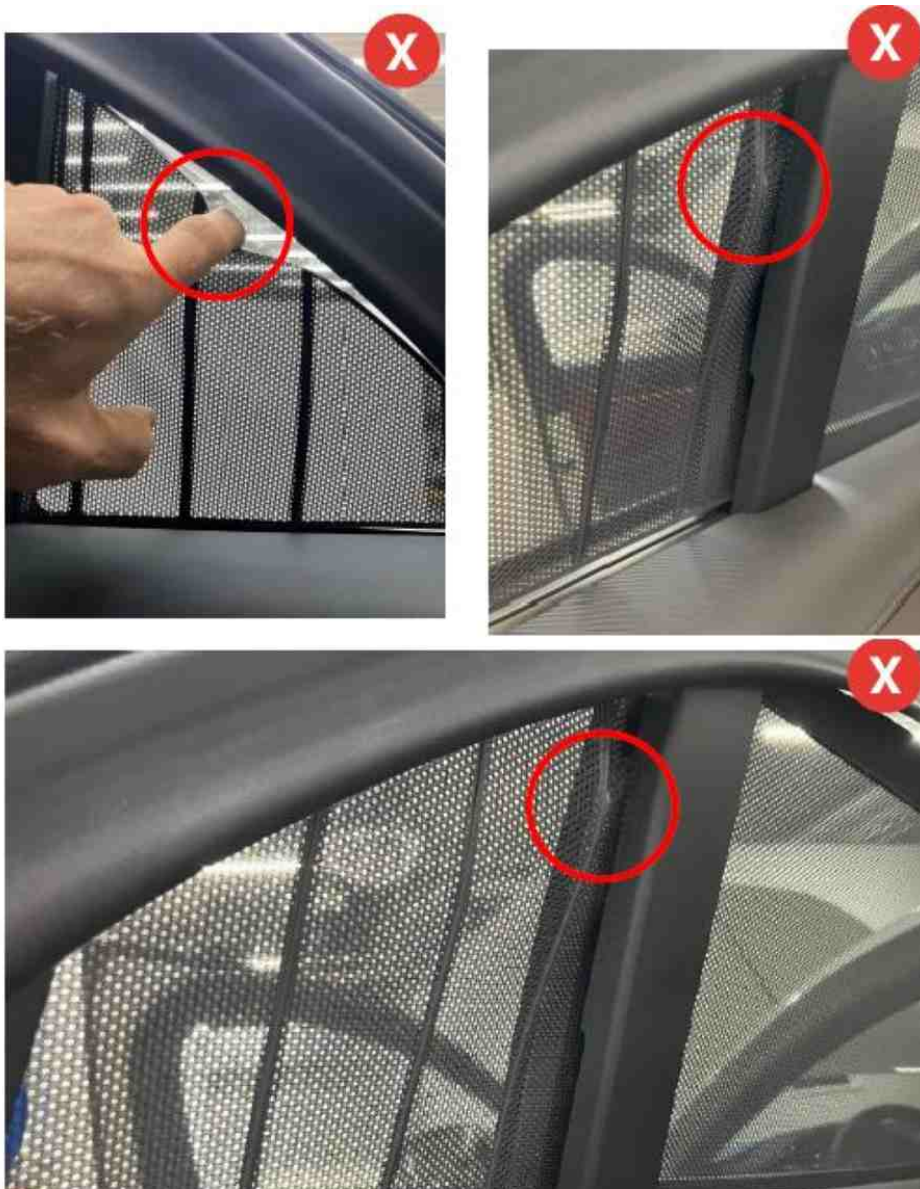
## Service

**Perform a Visual Inspection of the door blind following the steps below**



**Figure 1** Example of support rods protruding out of the fabric

1. Perform a visual inspection of the rear quarter sail/blind for support rods protruding out of the fabric.
2. Capture a video and image of the rear quarter blind defect/operation.



**Figure 2** Example of support rods bent / distorted

3. Check for signs of rear quarter blind misuse, support rods bent / distorted or rod protruding out of the fabric.

**NOTICE**

If the support rods are bent, this can lead to the blind 'rucking' and malfunction. Warranty claims for this will be rejected as Support rods CAN be straightened to recover normal operation.

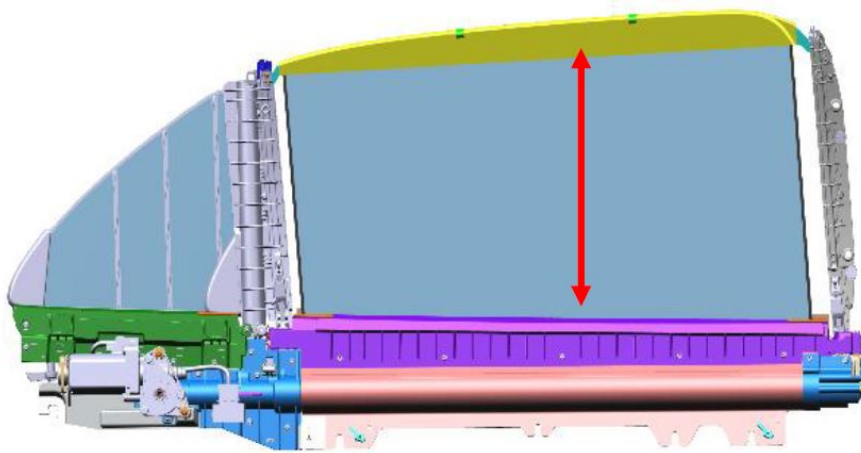


Figure 3 Main blind operation inspection

4. Capture a video and image of the main blind defect/operation.

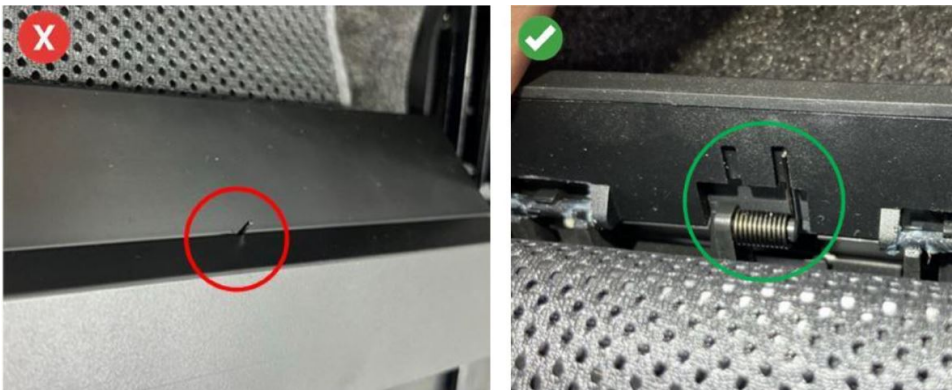


Figure 4 Letterbox flap spring inspection

5. Perform a visual inspection of the letterbox flap spring, check if it is misplaced or visible.

**NOTICE**

The flap cannot be opened manually by hand, it needs to be electrically driven.

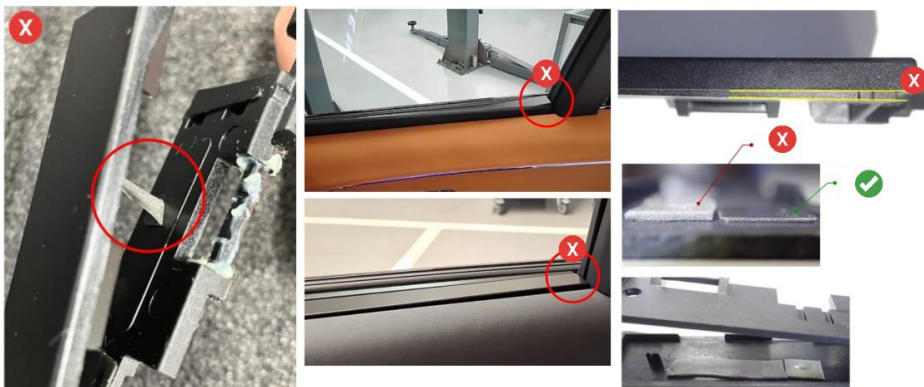


Figure 5 Letterbox flap cover inspection

6. Perform a visual inspection of the letterbox flap cover, check if it has become detached from the housing.

**NOTICE**

The flap cannot be opened manually by hand, it needs to be electrically driven.

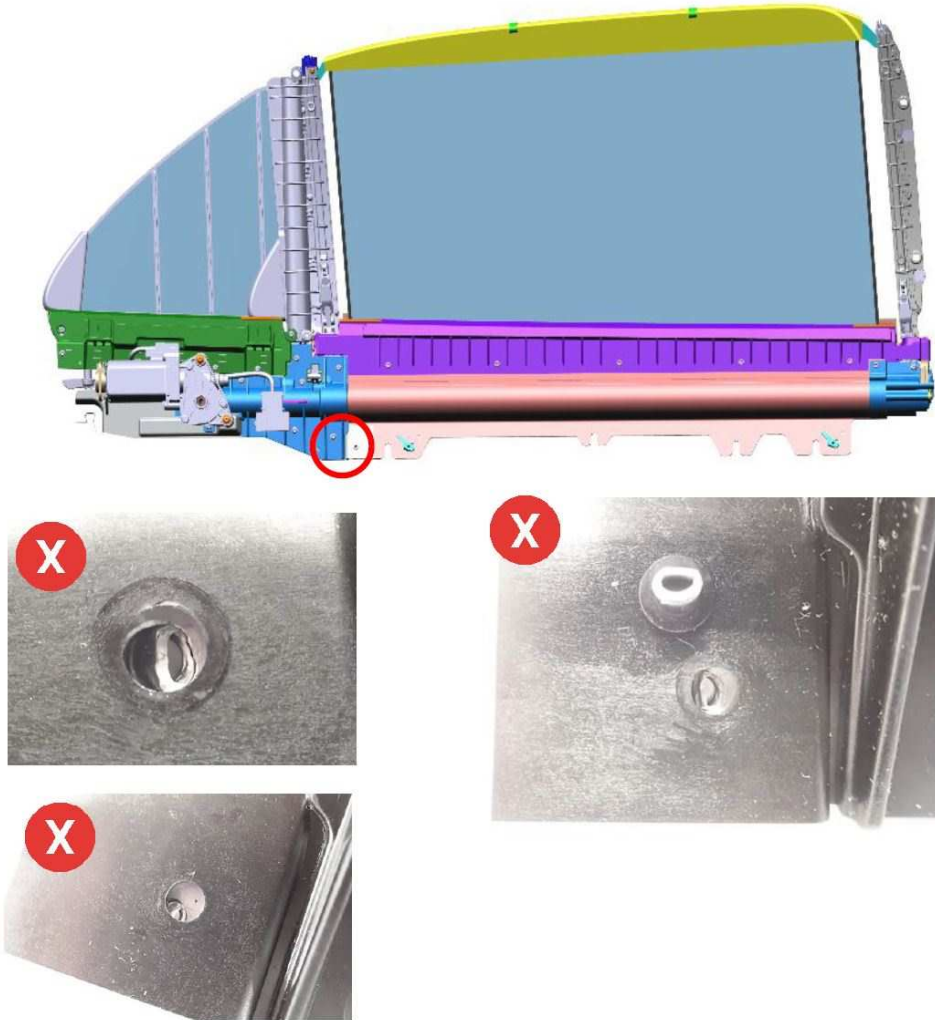
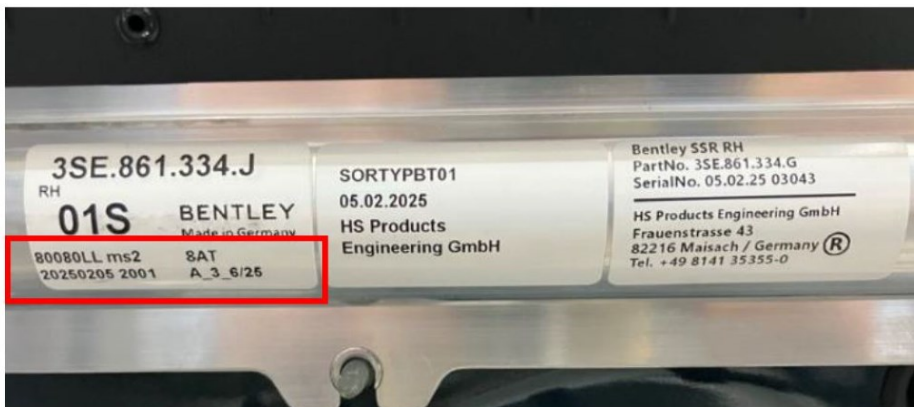


Figure 6 Connecting rivet location with Not OK condition

7. Perform a visual inspection of the rivet connection between the aluminium and plastic housing.

8. Check for any sheared connecting to rivets, see figure 5 for NOT OK rivet condition.



*Figure 7 Serial number location*

9. Provide serial number from the defective blind in the DISS ticket.

**Additional Information Required for Non-Technical DISS**

- State that TPI 2078338/- has been conducted
- Attach a current ODIS log to the non-technical DISS query ensuring any rear side blind related DTC's are evident within the ODIS log
- Imaging of any defects present after performing the visual checks listed above
- Video and imaging of rear quarter sail/blind defect/operation
- Video and imaging of main blind defect/operation
- Serial number from the defective blind
- Indicate if the vehicle has an aftermarket tint applied to the affected side window glass.

**Repair Instructions**

**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**

1. In the event that the rear side window blind is diagnosed as faulty and requires replacement, the operative should replace the rear side window door blind.

Refer to ElsaPro Repair Group 70.

*Ensure all fixings are torques to spec, flap spring is positioned correct and track alignment is verified.*

2. Confirm smooth, quiet operation across the full range.

3. Clear any DTCs if present.

**Defective Part Return Instructions**

**CAUTION**

**Please ensure the below packaging method is used to return the defective part in order to avoid transportation damage.**

**NOTICE**

**DO NOT attempt to disassemble the blind to diagnose or investigate a blockage. Please return the blind in its original condition of assembly.**

*Description of packing steps*



*Figure 8*

1. Configure box, insert inlay, insert part.



**Figure 9**

2. Cut two holes in bubble wrap, cover part and foil fold on both sides.



**Figure 10**

3. Additionally attach two small pieces of foam foil.



**Figure 11**

4. Attach a small cardboard block to the motor side as shown in the photo. The left half of the block must be above the CCC label.



**Figure 12**

5. Place the SSR unit in the box:

For a RH part – a small cardboard block above

For a LH part – a small cardboard block below



**Figure 13**

6. Close the inlay, close the box.

## Warranty

Warranty type 110 or 910

Damage service number 68 96

Damage code 00 40

### Time to replace (x1) rear door blind

Labour operation code 68 96 19 01

Time 70 TU

## Required Parts and Tools

Refer to the ETKA parts catalogue