

# Technical Service Bulletin

<b>Topic</b>	Sunroof blind not retracting   Bentleyga Series   17-26MY
<b>Market area</b>	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2078373/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Sep 10, 2025

## New customer code

Object of complaint	Complaint type	Position
roof systems, special equipment -> sliding/tilting sunroof	functionality	
roof systems, special equipment -> sliding/tilting sunroof, panorama roof actuator -> power sun shade	functionality -> operation sequence incorrect	
roof systems, special equipment -> sliding/tilting sunroof, panorama roof actuator -> mechanical sun shade	functionality -> operation sequence incorrect	
roof systems, special equipment -> panorama sliding sunroof -> bow for panorama sunroof shade	component, automotive fluids -> damaged	
body attachments and installations -> blinds system operation	functionality	
roof systems, special equipment -> sliding/tilting sunroof -> sliding /tilting sunroof sun visor	contamination -> dirty	

## Vehicle data

### 17-26MY Bentleyga 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		*	*	*
4V1*	2026	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

## Documents

<b>Document name</b>
<a href="#">master.xml</a>
<a href="#">carbaflo_2160_tds.pdf</a>

## Condition

Customer may report that the sunroof blind is stuck in the open position and cannot be closed using interior controls. The Sunroof blind is stuck due to uneven/ruffled or crumped during open or closing.

## Technical Background

The issue may be caused by one or more of the following:

- Physical damage to the sunroof blind
- Blind has come off its runners
- Broken or worn slide shoes
- Contamination of the guides or slide paths due from debris (e.g., leaves, stones, dust)
- Faulty or non-responsive sunroof blind motor
- Sunroof blind motor drive gear is clogged with fibres.

Each of these issues must be assessed and documented before any parts are replaced.

Refer to the measure section for further information.

## Production Solution

Under Review

## Service



### 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

Do not replace any parts before conducting the required contamination and/or damage checks, see steps 1-7 below.

Should part 4M0 877 307 A/B (Sunblind) be confirmed faulty after following the steps 1-7 below, replace the part and include the following in a non-technical DISS ticket, clear photos of the fault and the identification serial number label of the roof and the sunroof blind (see figure 7 for serial number location).

Refer to ElsaPro Repair Group 60 'Sunroof sunblind – To remove and fit'

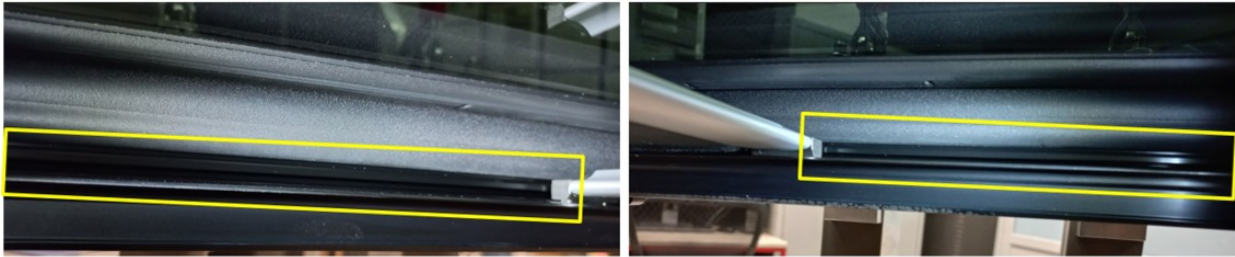
If, the sun roof blind is not damaged or contaminated. Attempt to operate the blind using the interior controls. If no motor sound is present: proceed with electrical diagnosis of the motor unit. If required, refer to ElsaPro Repair group 60 'Sunroof motor – To remove and fit'.



### NOTICE

**IMPORTANT:** Only replace the motor if it is electronically or mechanically faulty. If the motor is to be replaced. Submit a non-technical DISS query and include clear photographs of the serial number of the roof and sunroof blind. See figure 7.

### Contamination and/or damage Inspection



**Figure 1** Contamination of roof / guides for sunblind slide shoes

1. Inspect the sunroof blind frame for contamination of the guides (located under rear glass).
2. While the sunroof is stationary, visually inspect the rear section of the guide channels from underneath the rear glass. Check for small materials such as:
  - Small stones
  - Excessive dirt or dust
  - Organic matter (e.g., pine needles, leaves).

### NOTICE

The guides must be completely clean and free from all contamination to ensure smooth operation.



**Figure 2** Contamination of roof check

3. Inspect areas 'A' labelled in figure 2 of the frame for contamination.

The yellow markings highlight the area most likely to become contaminated when the roof is opened.



**Figure 3** Damage of the sunroof blind slide shoes due to contamination check

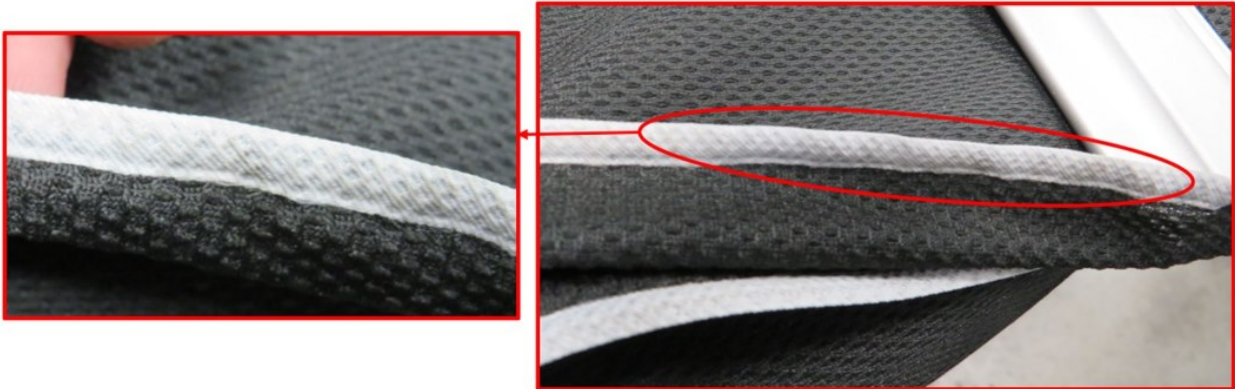
4. Inspect the sunroof blind slide shoes for:

- Cracks
- Wear
- Missing plastic components
- Distortion from misalignment.



## NOTICE

All slide shoes must be intact and free of visible damage.



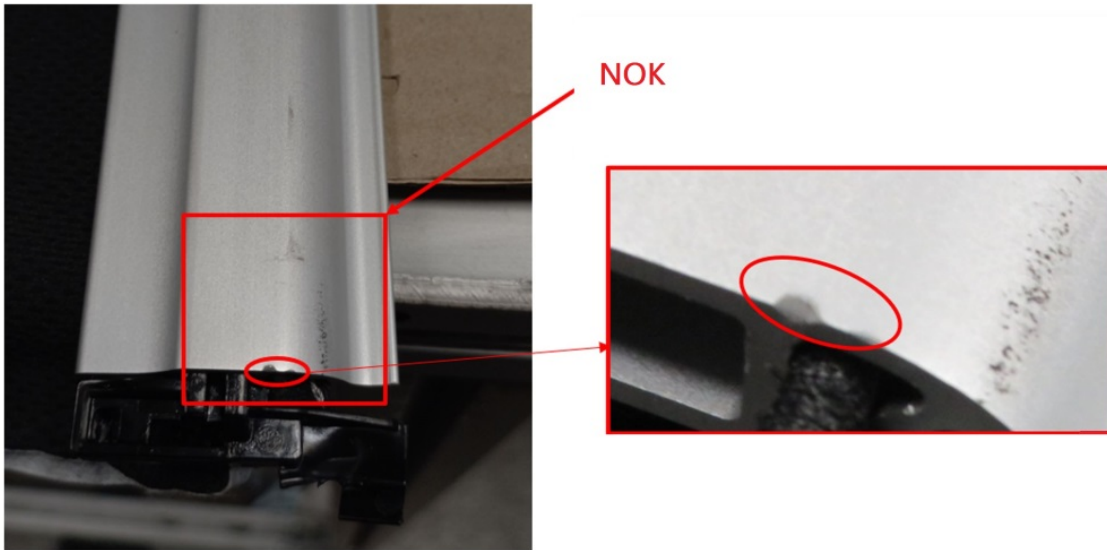
**Figure 4** Contamination of roof / PDF strip check

5. Inspect the PDF strip of the blind material, check for contamination on areas corresponding to the slide shoe path. If the guide is contaminated it is likely that the PDF strip is also contaminated or damaged.



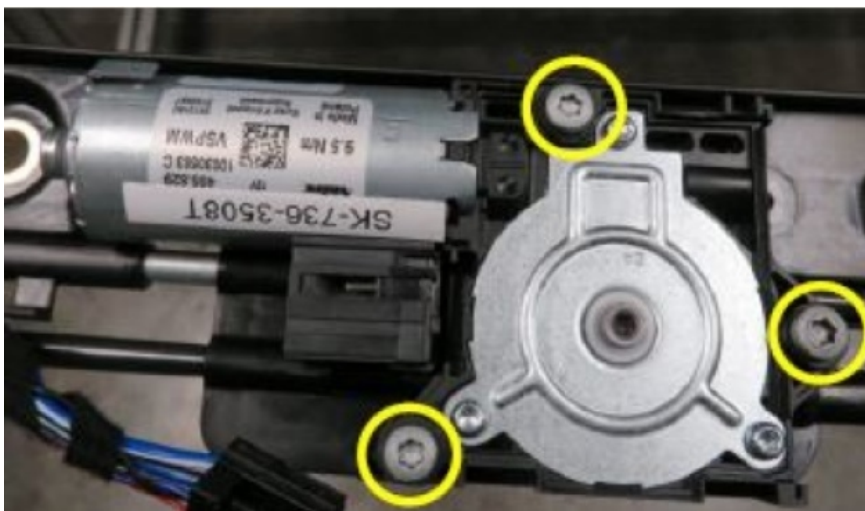
**Figure 5** PDF strip derailment check

6. Inspect the blind guides if they are coming off the runners and check the PDF strip for any derailing issue or NOK welding of the PDF strip.



**Figure 6** Sunblind beam check

7. Inspect the sunblind beam for scratches or damage. Damage would indicate presence of external contamination.



**Figure 7** Electric drive motor securing screws

8. Locate and carefully detach the sliding electric drive unit from the drive assembly by removing the three securing screws circled in figure 7.



**Figure 8** Electric drive motor pinion inspection

9. Carefully inspect the motor unit pinion to confirm the presence and condition of fibre before proceeding.



**A build-up of fibres in the pinion drive gear can prevent sunroof blind operation**

10. While the motor is disengaged from the drive cables, run the motor to verify that it operates correctly in isolation. If the motor operates OK whilst removed; clean/remove fibres from the pinion/ drive gear.

11. Apply grease to the motor unit pinion and reassemble the motor to the sunroof blind.



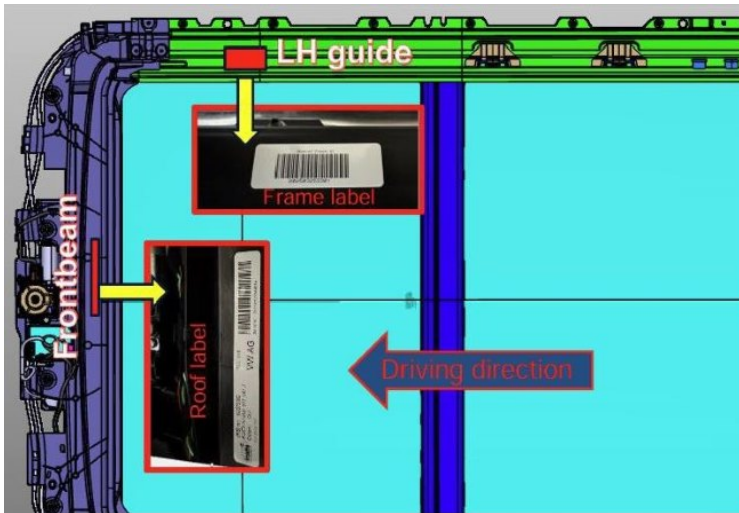
**NOTICE**

**CARBAFLO® 2160 Perfluorinated High Temperature Grease must be used. Refer to the attached data sheet for the required grease specification.**

12. Operate the blind in one direction, then again carefully detach the sliding electric drive unit from the drive assembly.

13. Re-apply grease to the motor unit pinion and finally re assemble the motor to the sunroof blind.

**Location of Identification labels on the sunroof**



**Figure 9** Roof and Frame identification labels

After part replacement, include the following in a non-technical DISS ticket, clear photos of the identification serial number label of the roof and the sunroof blind, see figure 9 above for serial number location.

The identification labels are only accessible with the interior headlining removed, refer to ElsaPro Repair Group 70 'Headlining – To remove and fit'.

## Warranty

Warranty type 110 or 910

Damage service number 68 96

Damage code 00 40

### Time to remove and install sunroof blind

Labour operation code 60 70 19 00

Time 370 TU

### Time to replace sunroof blind motor unit

Labour operation code 60 72 19 00

Time 180 TU

### Time to remove and fit headlining

Labour operation code 70 84 19 00

Time 340 TU

## Required Parts and Tools

Part Number	Description	Replace If..
4M0 877 307 A/B	Sunroof Blind	Blind is damaged, off runner, or slide shoes broken.
4M0 959 591	Sliding Motor	Confirmed electronically or mechanically faulty

Refer to ETKA parts catalogue

## Carbaflo® 2160

Perfluorinated High Temperature Grease

### Product description

CARBAFLO® 2160 is a soft high temperature resistant grease for the lubrication of high temperature bearings. It is resistant against organic alkaline and inorganic acids and exhibits excellent high pressure properties. The low evaporation rate of the base oil guarantees extended re-lubrication intervals at elevated temperatures, which often reach or are longer than the lifetime of the components.



### Ingredients

CARBAFLO® 2160 contains PTFE, Fluorohydrocarbonpolymers, EP-, Anti-wear-, corrosion protection-, de-watering- and high pressure-additives.

TEST	SPECIFICATION	RESULT
Appearance		soft, homogenous, pasty
Colour		white
Density (20°C)	IP 365 / 85	1,9 g/cm <sup>3</sup>
Consistency (NLGI - Grade)		1 - 2
Viscosity index (Base oil)		320
Viscosity (Base oil)	20 °C	550
	40 °C	310
	100 °C	86
Evaporation losses	ASTM D2595 (Base oil)	149 °C 0,0
		204 °C 0,4
VKA Test (75°C, 1200rpm, 40kg)	ASTM D4172	1,21 mm
Operation temperature	DIN 51802	-60°C up to +260 °C

### Advantage

CARBAFLO® 2160 is resistant against the most organic solutions and inorganic acids and has a better oxidation resistance than mineral or synthetic oils. It protects from corrosion and is non toxic in the usable temperature range.

CARBAFLO® 2160 has excellent high pressure properties, which work along the whole temperature range. The product is chemically inert and is not influenced by chemicals used for metalworking or coating.

CARBAFLO® 2160 has outstanding dielectric properties and is suitable for the lubrication of electrical com-

### Application

The surfaces should be completely cleaned from dust, dirt, fingerprints, mineral oils or other synthetic oils than CARBAFLO® and so on.

Cleaning from CARBAFLO® 2160 can be done by CARBAFLO® 790