

Technical Service Bulletin

Topic	New Flying Spur - Flying "B" Mascot
Market area	Bentley: worldwide (2WBE),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2058354/7
Level	EH
Status	Released for publishing
Release date	Feb 2, 2026

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> spoiler, vent grille, retainers -> radiator grille	contamination -> dirty	
body attachments and installations -> spoiler, vent grille, retainers -> radiator grille	component, automotive fluids -> damaged	
body attachments and installations -> spoiler, vent grille, retainers	functionality	
body attachments and installations -> spoiler, vent grille, retainers -> radiator grille	appearance, surface -> scratch	
body attachments and installations -> spoiler, vent grille, retainers -> radiator grille	component, automotive fluids -> incorrect	

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> spoiler, vent grille, retainers -> radiator grille	component, automotive fluids -> incorrect	

Vehicle data

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*

ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml
3425004triflowpenetrantlubricant.pdf

Condition

This Technical Product Information (TPI) Document is designed to give repair guidance and standardised fault reporting for Flying "B" functionality, poor finish and damage concerns.



Technical Background

Multiple concerns have been raised about the functionality and appearance of the Flying "B" mascot, this document provides recommendations for each particular fault condition.

Specific Damage Codes should be used when making any warranty claim – see **Measure** and **Warranty accounting instruction** sections.



Within the Measure section of this TPI there are two individual sections

Section 1 - Details individual symptoms regarding the Flying "B" functionality and appearance

Section 2 – Contains a check list which MUST be completed and returned via a new or existing DISS query should further assistance be required

IMPORTANT INFORMATION: When conducting Section 2, the operative MUST submit/attach the following information to a new DISS query or an existing query relating to Flying "B" issues

- Completed check list
- Images of the vehicle condition - In particular the Flying "B" area (Ensure license plate and VIN details are not visible)
- Video of the failure NOTE: Please capture the front of the vehicle for at least one up/down operation (when possible) before zooming or moving in closer to the issue, the video MUST be recorded in a quiet environment
- Battery health - Print out of the results

NOTE: Please ensure any other findings or issues relating to the Flying "B" are clearly described within the DISS query



The Flying “B” motor casing **MUST** not be opened under any circumstances as warranty will be invalidated

Production Solution

Not applicable

Service

Section 1

Description	Damage Code	Solution	Information
Corrosion beneath “clear” section of Flying “B” wings.	0001	Replace Flying “B” elevating assembly.	Figure 1.
Corrosion on edges of Flying “B” wings.	0002	Remove corrosion using metal polish. If corrosion cannot be removed successfully or there is a repeat complaint of corrosion, replace Flying “B” elevating assembly.	Figure 2. Care must be taken not to damage paint on Radiator Shell.
Functionality Slow operation / vibrates / fail to deploy / fail to stow / bounces back.	0017	Apply “Tri-Flow” lubricant. If the concern is still present after applying the lubricant, raise a DISS query and seek advice.	Figure 5. See Functionality – Damage Codes 0017 and 0020 below.

<p>Functionality</p> <p>Noise during operation.</p>	<p>0020</p>	<p>Apply “Tri-Flow” lubricant.</p> <p>If the concern is still present after applying the lubricant, raise a DISS query and seek advice.</p>	<p>Figure 5.</p> <p>See Functionality – Damage Codes 0017 and 0020 below.</p>
<p>Surface Finish</p> <p>Surface - visual damage.</p>	<p>0030</p>	<p>Remove light surface damage using metal polish – if damage cannot be successfully removed replace Flying “B” elevating assembly.</p>	<p>Care must be taken not to damage paint on Radiator Shell.</p>
<p>Electrical fault - fail to deploy / fail to stow, wings do not illuminate or “flicker” when illuminated.</p>	<p>0040</p>	<p>If Diagnostic Trouble codes are stored in 8108 – Control Unit For Hood Ornament - follow <i>Guided Fault Finding</i> paths to determine root cause.</p> <p>Check condition of electrical connector and connections.</p> <p>If no fault found</p>	<p>Figure 6.</p>

		replace Flying "B" elevating assembly.	
Surface Finish – black painted variant. Insufficient paint adhesion.	0067	Replace Flying "B" elevating assembly.	Figure 7. Black variant only.
Surface Finish – Polished variant. Polishing marks.	0072	Remove using metal polish - if marks cannot be removed replace Flying "B" elevating assembly.	Care must be taken not to damage paint on Radiator Shell.
Surface Finish – Polished and black painted variants. Surface Scratch Pre Delivery Inspection (PDI) only	0080	Remove using metal or paint polish – For PDI only - if scratch cannot be removed replace Flying "B" elevating assembly.	Care must be taken not to damage paint on Radiator Shell.
Surface Finish – Black painted variant. Inclusions within paint.	0084	Replace Flying "B" elevating assembly.	Black variant only.
Surface Finish – Polished variant.	0086	Replace Flying "B" elevating assembly.	

Sanding marks / grooves.			
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Corrosion – Damage codes 0001 and 0002



Figure 1



Figure 2

Functionality – Damage codes 0017 and 0020

The Flying “B” mechanism should be lubricated as follows:

Remove the radiator shell, refer to *Repair Group 66 Exterior equipment / Radiator shell / Flying “B” assembly – To remove and fit.*

Fully reveal the Flying “B” using the following icons on the Infotainment Touch Screen – Figure 3.



Figure 3



VERY IMPORTANT: The Flying “B” MUST be revealed for the next part of the procedure DO NOT lubricate the mechanism with the Flying “B” concealed (Figure 4)



Figure 4

Referring to Figure 5 - Ensuring the Flying "B" is revealed - Using the precision spray nozzle, lubricate the Flying "B" mechanism, apply "Tri-Flow" industrial lubricant into the four holes shown, the lubricant should be dispensed for two seconds at each location – Figure 5.

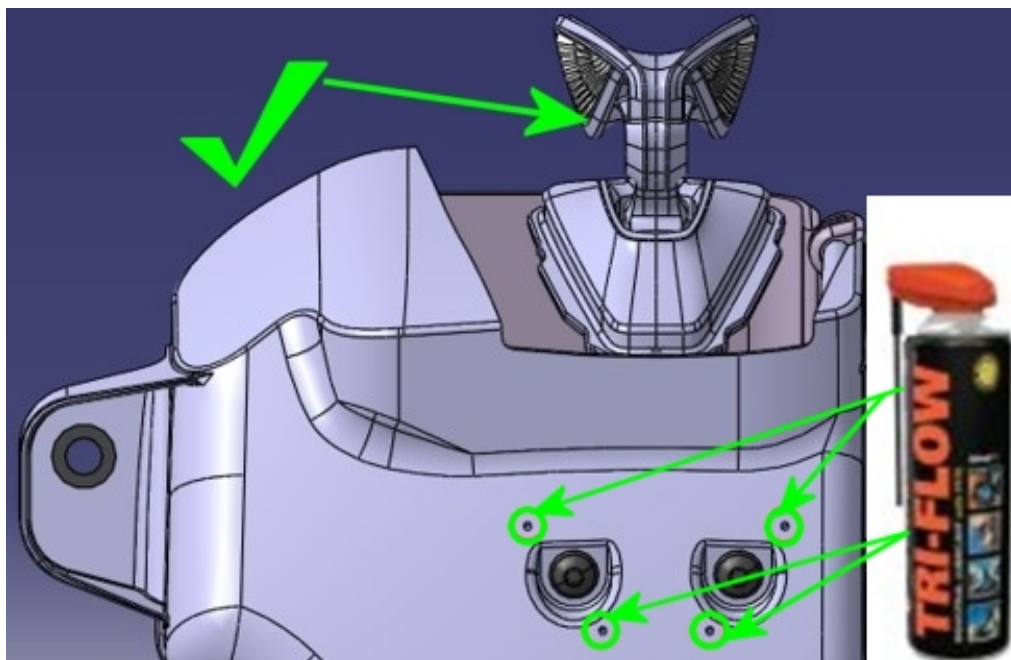


Figure 5

Conceal and reveal the Flying "B" five times to distribute the lubricant.

Remove any excess lubricant with a clean dry wipe.

If the complaint is still present, conceal the Flying "B" and repeat the lubrication process.

Electrical fault – Damage code 0040

Check condition of electrical connector and connections – Figure 6.



Figure 6

Paint – Damage code 0067



Figure 7

Section 2

IMPORTANT INFORMATION: When conducting Section 2, the operative **MUST** submit the following information to a new DISS query or an existing query relating to Flying “B” issues

- Completed check list
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- Video of the failure NOTE: Please capture the front of the vehicle for at least one up/down operation (when possible) before zooming or moving in closer to the issue, the video **MUST** be recorded in a quiet environment
- Battery health - Print out of the results

NOTE: Please ensure any other findings or issues relating to the Flying “B” are clearly described within the DISS query

Failure description

Does not deploy (No movement)	Yes or No
Does not deploy (Attempted movement)	Yes or No
Does not retract (No movement)	Yes or No
Does not retract (Attempted movement)	Yes or No
Does not manually retract below the radiator grill	Yes or No
Does not illuminate	Yes or No
Flashing illumination	Yes or No
Dimly lit illumination	Yes or No
Contamination behind the wings	Yes or No
Discolouration behind the wings	Yes or No
Wings have detached	Yes or No
Corrosion	Yes or No

Other Comments – please specify

Frequency of the failure

Every operation	Yes or No
Most operation	Yes or No
Occasionally	Yes or No

In specific conditions only:

After washing the car Yes or No

After rain Yes or No

Other Comments – please specify

Inputs where the failure occurs

Locking and unlocking the car Yes or No

TSR (Touch screen remote) Yes or No

MMI (Multi Media Interface) Yes or No

Internal button (Close and Lock) Yes or No

Flying “B” setting in the MMI where the failure occurs

Automatic Yes or No

Manual Yes or No

Battery checked

Check battery health Yes or No

Other Comments – please specify

Audio Inspection

Abrasion sound Yes or No

Creak/Squeak/Other Yes or No

Other Comments – please specify



Visual inspection

Gap and profile OK or NOK

Witness marks/clashes OK or NOK

If any area of the visual inspection is NOK Please highlight on Figure 8

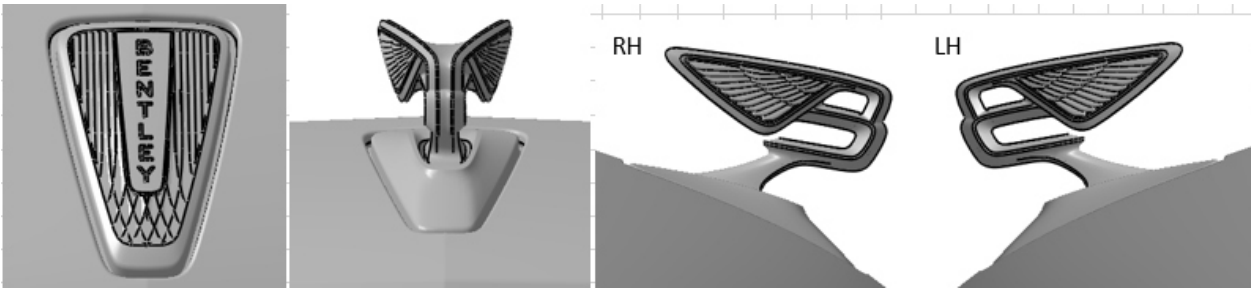


Figure 8

Other Comments – please specify



Warranty

Warranty type – 110 or 910

Damage Service Number – 6607

Damage Code – See table below

Labour Operation Codes – See table below.

Time – See table below.

Damage Code	Description	Labour Operation Code	Time (TU)
N/A	Radiator grill removed and reinstalled	66 05 19 00	30

N/A	Area View Camera Adjust	90 83 15 00	40
0001	Replace Flying "B" elevating assembly	66 07 19 50	10
0002	Remove corrosion - polish	66 07 49 00	30
	Replace Flying "B" elevating assembly	66 07 19 50	10
0017	Lubrication of Flying "B" elevating assembly	66 07 49 50	10
0020	Lubrication of Flying "B" elevating assembly	66 07 49 50	10
0030	Light surface damage - polish	66 07 49 00	30
	Replace Flying "B" elevating assembly	66 07 19 50	10
0040	Electrical connector / connections - Check	66 07 01 50	10
	Replace Flying "B" elevating assembly	66 07 19 50	10
	Replace Flying "B"		

0067	elevating assembly	66 07 19 50	10
0072	Polishing marks - Polish	66 07 49 00	30
	Replace Flying "B" elevating assembly	66 07 19 50	10
0080	Light surface scratch - Polish	66 07 49 00	30
	Replace Flying "B" elevating assembly	66 07 19 50	10
0084	Replace Flying "B" elevating assembly	66 07 19 50	10
0086	Replace Flying "B" elevating assembly	66 07 19 50	10

Required Parts and Tools

"Tri-Flow" industrial lubricant or similar low viscosity, penetrating lubricant containing Polytetrafluoroethylene (PTFE) – source locally (See the attached Tri-Flow data sheet)

Proprietary metal polish – source locally.

Proprietary paint polish – source locally.

TRI-FLOW™

SAFETY DATA SHEET

TRIFLOW LUBRICANT AEROSOL

1 IDENTIFICATION OF THE SUBSTANCE/PREPARATION AND COMPANY/UNDERTAKING

PRODUCT NAME	TRIFLOW LUBRICANT AEROSOL
PRODUCT NO.	32396
SYNONYMS, TRADE NAMES	(SPN 10175)
APPLICATION	Lubricant
SUPPLIER	Tri-Flow Thornciffe Park Chapelton Sheffield S35 2YP enquiry@triflow.co.uk
EMERGENCY TELEPHONE	Tel +44 (0) 114 246 7171 Fax +44 (0) 114 245 5629

2 COMPOSITION/INFORMATION ON INGREDIENTS

Name	EC No.	CAS-No.	Content	Classification
2-(Methoxymethylethoxy)-propanol	252-104-2	34590-94-8	1-2.5%	
BUTANE	203-448-7	106-97-8	10-30%	F+;R12
NAPHTHA (PETROLEUM), HYDROTREATED HEAVY.	265-150-3	64742-48-9	2.5-10%	Xn;R65. R10,R66.
PENTYL ACETATE	211-047-3	628-63-7	1-2.5%	R10 R66
PROPANE	200-827-9	74-98-6	10-30%	F+;R12
WHITE SPIRIT	265-185-4	64742-82-1	10-30%	Xn;R65. N;R51/53. R10,R66.

The Full Text for all R-Phrases are Displayed in Section 16

3 HAZARDS IDENTIFICATION

Extremely flammable. Harmful to aquatic organisms, may cause long-term adverse effects in the aquatic environment. Repeated exposure may cause skin dryness or cracking.

CLASSIFICATION F+;R12. R52/53,R66.

4 FIRST-AID MEASURES

GENERAL INFORMATION

In all cases of doubt, or when symptoms persist, seek medical attention. Never give anything by mouth to an unconscious person.

INHALATION

Remove to fresh air, keep the patient warm and at rest. If breathing has stopped administer artificial respiration. Give nothing by mouth. If unconscious, place in the recovery position and seek medical advice.

INGESTION

If accidentally swallowed obtain immediate medical attention. Keep at rest. Do NOT induce vomiting.

SKIN CONTACT

Remove contaminated clothing. Wash skin thoroughly with soap and water, or use a proprietary skin cleanser. Do NOT use solvents or thinners. Seek medical advice if any irritation persists.

EYE CONTACT

Contact lenses should be removed. Irrigate copiously with clean, fresh water for at least 10 minutes, holding the eyelids apart, and seek medical advice.

5 FIRE-FIGHTING MEASURES

TRIFLOW LUBRICANT AEROSOL

EXTINGUISHING MEDIA

Fire can be extinguished using: alcohol resistant foam, carbon dioxide (CO₂), powder, water spray/ mist. Do not use water jet. Cool aerosol containers exposed to heat with water spray and remove container, if no risk is involved.

SPECIAL FIRE FIGHTING PROCEDURES

Fire will produce dense black smoke containing hazardous products of combustion (see Section 10). Exposure to decomposition products may be hazardous to health. Appropriate self-contained breathing apparatus may be required. Cool closed containers exposed to fire with water spray. Do not allow run-off from fire fighting to enter drains or watercourses.

6 ACCIDENTAL RELEASE MEASURES

SPILL CLEAN UP METHODS

Exclude sources of ignition and ventilate the area. Exclude non-essential personnel. Avoid breathing vapours. Refer to protective measures listed in Section 7 and 8. Contain and collect spillage with non-combustible absorbent materials, e.g. sand, earth or vermiculite, and place in a suitable container for disposal in accordance with the waste regulations (see Section 13). Clean preferably with a detergent; avoid the use of solvents. If the product enters drains or sewers, immediately contact the local water company; in the case of contamination of streams, rivers or lakes, the relevant environment agency.

7 HANDLING AND STORAGE

USAGE PRECAUTIONS

Vapours are heavier than air and may spread along floors. They may form explosive mixtures with air. Prevent the creation of flammable or explosive concentrations of vapour in air and avoid vapour concentrations higher than the occupational exposure limits. Container must be kept tightly closed. Keep away from heat, sparks and open flame. Avoid skin and eye contact. Smoking, eating and drinking should be prohibited in areas of storage and use.

For Occupational Exposure Controls, refer to Section 8.

The Manual Handling Operations Regulations may apply to the handling of containers/packages of this product.

STORAGE PRECAUTIONS

Aerosol cans: Must not be exposed to direct sunlight or temperatures above 50°C. Keep upright. Observe the label precautions. Store between 5°C and 25°C. Keep in a cool, dry, well ventilated place, away from sources of heat, ignition and direct sunlight. No smoking.

The principles contained in the HSE Guidance Note: Storage of Packaged Dangerous Substances, should be observed when storing this product. Always keep in containers made of the same material as the supply container.

To avoid the risk of spillage, always store and transport in a secure and upright position.

8 EXPOSURE CONTROLS/PERSONAL PROTECTION

Name	Std	LT - ppm	LT - mg/m ³	ST - ppm	ST - mg/m ³
PROPANE	OES	Asphyxiating	Asphyxiating	Asphyxiating	Asphyxiating
BUTANE	OES	600 ppm	1450 mg/m ³	750 ppm	1810 mg/m ³
PENTYL ACETATE	OES	50 ppm	270 mg/m ³	100 ppm	541 mg/m ³
WHITE SPIRIT	SUP		350 mg/m ³		
2-(Methoxymethylethoxy)-propanol	OES	50 ppm(Sk)			
NAPHTHA (PETROLEUM), HYDROTREATED HEAVY.	SUP	1000 ppm	No std.		No std.

INGREDIENT COMMENTS

OEL's are taken from the current version of EH40 except those marked 'SUP', which are assigned by the supplier of the substance.

ENGINEERING MEASURES

Provide adequate ventilation. Where reasonably practicable, this should be achieved by the use of local exhaust ventilation and good general extraction. If these are not sufficient to maintain concentrations of particulates and/or solvent vapours below the relevant occupational exposure limits, suitable respiratory protective equipment should be worn.

RESPIRATORY EQUIPMENT

If exposure to hazardous substances identified above cannot be controlled by the provision of local exhaust ventilation and good general extraction, suitable respiratory protective equipment should be worn.

HAND PROTECTION

When skin exposure may occur, advice should be sought from glove suppliers on appropriate types. Barrier creams may help to protect exposed areas of skin but are not substitutes for full physical protection. They should not be applied once exposure has occurred.

EYE PROTECTION

Eye protection designed to protect against liquid splashes should be worn.

TRIFLOW LUBRICANT AEROSOL

OTHER PROTECTION

Cotton or cotton/synthetic overalls or coveralls are normally suitable. Grossly contaminated clothing should be removed and the skin washed with soap and water or a proprietary skin cleaner. Do not use solvents or thinners as skin cleaning agents.

All personal protective equipment, including respiratory protective equipment, used to control exposure to hazardous substances must be selected to meet the requirements of the COSHH Regulations.

9 PHYSICAL AND CHEMICAL PROPERTIES

APPEARANCE	Aerosol
COLOUR	Light to medium brownish.
ODOUR	Characteristic solvent type.
SOLUBILITY	Immiscible with water.
FLASH POINT (°C)	< 0 CC (Closed cup).

10 STABILITY AND REACTIVITY

STABILITY

Stable if stored under recommended storage and handling conditions.

CONDITIONS TO AVOID

Avoid heat, flames and other sources of ignition. Keep away from oxidising agents and strongly alkaline and strongly acidic materials to prevent the possibility of exothermic reaction.

HAZARDOUS DECOMPOSITION PRODUCTS

In a fire, hazardous decomposition products such as smoke, carbon monoxide, carbon dioxide and alcohols may be produced.

11 TOXICOLOGICAL INFORMATION

TOXICOLOGICAL INFORMATION

There is no data available on the product itself. The product has been assessed following the conventional method in CHIP and is classified for toxicological hazards accordingly. This takes into account, where known, delayed and immediate effects and also chronic effects from components from short-term and long-term exposure by oral, inhalation and dermal routes of exposure and eye contact. See Sections 3 and 15 for details of the resulting hazard classification.

Exposure to organic solvent vapours in excess of the stated occupational exposure limit may result in adverse health effects such as irritation of the mucous membrane and the respiratory system and adverse effects on the kidney, liver and central nervous systems. Symptoms and signs include headache, dizziness, fatigue, muscular weakness, drowsiness and in extreme cases loss of consciousness.

Solvents may cause some of the above effects by absorption through the skin.

Repeated or prolonged contact with the product may lead to removal of natural fats from the skin resulting in non-allergic contact dermatitis and absorption through the skin. Splashes in the eyes may cause irritation and reversible local damage.

12 ECOLOGICAL INFORMATION

ECOTOXICITY

The product has been assessed following the conventional method in CHIP and is classified for ecological hazards accordingly. See Sections 3 and 15 for details.

DEGRADABILITY

There is no data available on the product itself.

ACUTE FISH TOXICITY

There is no data available on the product itself.

WATER HAZARD CLASSIFICATION

There is no data available on the product itself. The product should not be allowed to enter drains or watercourses, or be deposited where it can affect ground or surface waters.

13 DISPOSAL CONSIDERATIONS

DISPOSAL METHODS

Do not allow into drains or watercourses, or dispose of where ground or surface waters may be affected. Wastes, including emptied containers, are controlled wastes and should be disposed of in accordance with regulations made under the Control of Pollution Act and the Environmental Protection Act. Using information provided in this data sheet, advice should be obtained from the Waste Regulation Authority whether the Special Waste Regulations apply.

14 TRANSPORT INFORMATION

TRIFLOW LUBRICANT AEROSOL

GENERAL

Transport within user's premises: always transport in closed containers that are upright and secure. Ensure that person's transporting the product know what to do in an accident or spillage.

Limited Quantity concessions may apply to the carriage of this product.



PROPER SHIPPING NAME	AEROSOLS	ADR CLASS	Class 2: Gases
UN NO. ROAD	1950	UN NO. SEA	1950
ADR PACK GROUP	5F	MARINE POLLUTANT	Yes.
IMDG CLASS	2.1		



15 REGULATORY INFORMATION

LABELLING



Extremely Flammable

RISK PHRASES

R12	Extremely flammable.
R52/53	Harmful to aquatic organisms, may cause long-term adverse effects in the aquatic environment.
R66	Repeated exposure may cause skin dryness or cracking.

SAFETY PHRASES

S23A	Do not breathe gas/fumes/vapour/spray.
U3	Before use, refer to the safety data sheet.
S2	Keep out of the reach of children
S46	If swallowed, seek medical advice immediately and show this container or label
S51	Use only in well-ventilated areas.
S24/25	Avoid contact with skin and eyes.
S16	Keep away from sources of ignition - No smoking.
S37	Wear suitable gloves.

UK REGULATORY REFERENCES

The information contained in this safety data sheet does not constitute the user's own assessment of workplace risks as required by other health and safety legislation. The provisions of the Health and Safety at Work etc. Act and the Control of Substances Hazardous to Health Regulations apply to the use of this product at work.

The Manual Handling Operations Regulations

The Chemicals (Hazard Information and Packaging for Supply) Regulations.

The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations.

The Merchant Shipping (Dangerous Goods and Marine Pollutants) Regulations.

European Agreement concerning the International Carriage of Dangerous Goods by Road [ADR]

EU DIRECTIVES

Dangerous Preparations Directive 88/379 Safety Data Sheet Directive 91/155 Dangerous Substance Directive 67/548

GUIDANCE NOTES

Occupational Exposure Limits EH40

CEPE Guidance to 2001 Editions of ADR and IMDG Code.

TRIFLOW LUBRICANT AEROSOL

16 OTHER INFORMATION

GENERAL INFORMATION

The information contained in this safety data sheet is based on the present state of knowledge and current national legislation. It provides guidance on health, safety and environmental aspects of the product and should not be construed as any guarantee of technical performance or suitability for particular applications.

The product should not be used for purposes other than those shown in section 1 without first referring to the supplier and obtaining written handling instructions. As the specific conditions of use of the product are outside the supplier's control, the user is responsible for ensuring that the requirements of relevant legislation are complied with.

PTFE LUBRICANT POWDERS

Smoking materials should not be taken into the work area. Smoking materials should not be subsequently handled before the operators have washed their hands. If sprayed onto hot surfaces, or if the coating is heated (over 200C), good exhaust ventilation must be provided.

For specific guidance, please contact Tri-flow Sales Department .

REVISION COMMENTS

New format - no data change.

REVISION DATE 18-08-2004

REV. NO./REPL. SDS 111160/1

GENERATED

SDS NO. 10175/0

SAFETY DATA SHEET STATUS

Approved.

SIGNATURE K. R. P. Winder.

RISK PHRASES IN FULL

R10 Flammable.

R12 Extremely flammable.

R51/53 Toxic to aquatic organisms, may cause long-term adverse effects in the aquatic environment.

R65 Harmful: may cause lung damage if swallowed.

R66 Repeated exposure may cause skin dryness or cracking.

Information contained in this Safety Data Sheet is based on data considered to be accurate at the time of its preparation. Despite our efforts, it may not be up to date or applicable to the circumstances of any particular case. ,

The supplier accepts no responsibility whatsoever (except otherwise provided in law) for any damage or injury resulting from abnormal use, from any failure to follow appropriate practices or from hazards inherent in the product.

DISCLAIMER