Technical product information

Topic	Water Ingress - Rear Quarter Area and Rear Passenger Footwell | Continental GT
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2081117/1
Level	EH
Status	Released for publishing
Release date	March 6 2026

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> trim, covers, floor cover	joining	
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector	leaks	
body fixtures and fittings -> doors	leaks	

Vehicle data

Continental GT

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		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*

Documents

Document name
master.xml

Technical product information

Transaction No.: 2081117 /1

Water Ingress - Rear Quarter Area and Rear Passenger Footwell | Continental GT

Customer statement / workshop findings

Customer Statement

Customers may report water ingress into the rear quarter inner trim area, with dampness present in the rear side cavity, luggage compartment side panel, rear seat area, or rear footwell. Additional symptoms may include window condensation and a noticeable damp odour.

Workshop Findings

Customer findings verified in the workshop, also identifying the following upon further investigation: Visible moisture or drip marks inside the rear quarter inner structure, particularly around, the rear water shedder interface, bonded seams structural adhesive regions.

Further investigation of the rear quarter inner structure may identify the following:

- Evidence that the rear water shedder or butyl interface is insufficient or not sealing against the adjacent structure correctly.
- Excess structural adhesive interfering with correct shedder fitment and foam seating.
- No other external leak source detected (boot lid seal, spoiler drains, scuttle drains etc. ruled out).

DTCs may also be present related to moisture affected components, or sporadic electrical behaviour in modules fitted near the rear quarter.

Technical background

Water ingress into the rear quarter cavity has been traced to insufficient sealing at the rear water shedder /deflector, where a retrofit Nitto foam strip must be added to the shedder's 'B' surface to create a continuous interface with the existing butyl seal.

Ensure the shedder diverts water correctly and prevents tracking into the cabin. Refer to the *'Measure section'* for required rework instructions.

Production change

A revised adhesive application process has been introduced into series production. Implemented from vehicle SCBCP2ZG9TC029040, effective 20/02/2026.

Measure

WARNING

Be aware of pyrotechnic device locations (airbags) within the quarter panel - disconnect 12 V supply as per ElsaPro workshop instructions. Refer to Air bag fuse - To remove and fit.

CAUTION

Use only approved trim removal tools when accessing the rear quarter to avoid damage to leather, veneers, or airbags. Wear gloves when handling structural adhesive.

Vehicle Preparation

1. Disconnect the 12v battery.

Refer to ElsaPro 'Battery - To disconnect and connect'

2. Remove the airbag fuse and install the Dummy Fuse -WT 10033-.

Refer to ElsaPro 'Air bag fuse - To remove and fit'

3. Remove affected rear interior side trim as per workshop manual.

Refer to ElsaPro repair group 70

- Rear quarter trim - To remove and fit

Diagnostic Confirmation

4. Conduct a controlled water test from the roof → quarter glass → upper arch area.

Water by a hose 45 mins to the affected area.

5. Identify water tracing patterns coming through the sealing elements of the water shedder and grommets in the local area shown below.

Figure 1. *Location of potential leakage*

6. Confirm shedder sealing fault (gaps, misalignment, crushed foam, adhesive interference).

If shedder sealing fault is confirmed, refer to the onwards instructions.

7. Inspect all surrounding components and body structures within the rear quarter cavity. This includes:

- Sheetmetal surfaces (looking for early corrosion, staining, or water tracks)
- Bonded seams and flange areas
- Wiring harnesses, connectors, grounding points, sensors and control modules routed through the cavity
- Sound insulation material for saturation, degradation, or mould.
- Local grommets for sign of leakage.

NOTICE

Any detected corrosion must be neutralised and treated per standard workshop procedure, and any water damaged wiring or components must be repaired or replaced as necessary.

Structural Adhesive Rework (If required)

Only applicable where adhesive bleed is obstructing shedder positioning

8. Remove the water shedder/deflector.

- Rotate the fixings 90° anti-clockwise and pull outwards to disengage.
- Use a suitable trim tool to prise the inner door closing panel from the panel.

9. Inspect the water shedder deflector butyl seal for any signs of deformation or structural adhesive disruption, as illustrated in the visual below.

Figure 2. *Water shedder with signs of deformation*

10. If any damage is identified, replace the water shedder and refer to Step 11 for the procedure to remove the structural adhesive.

Figure 3. *Sealing grommet with signs of leakage*

11. If local grommets shown show signs of leakage, replace the grommets.

12. Carefully remove excess **ONLY** structural adhesive in local area where there is deformation of the butyl strip on the shedder as shown as in the visual below.

Figure 4. *Excess structural adhesive*

Rework Procedure - Nitto Foam Application (If required)

13. Clean the mounting surface on the water shedder / deflector as shown below. (“B surface”).

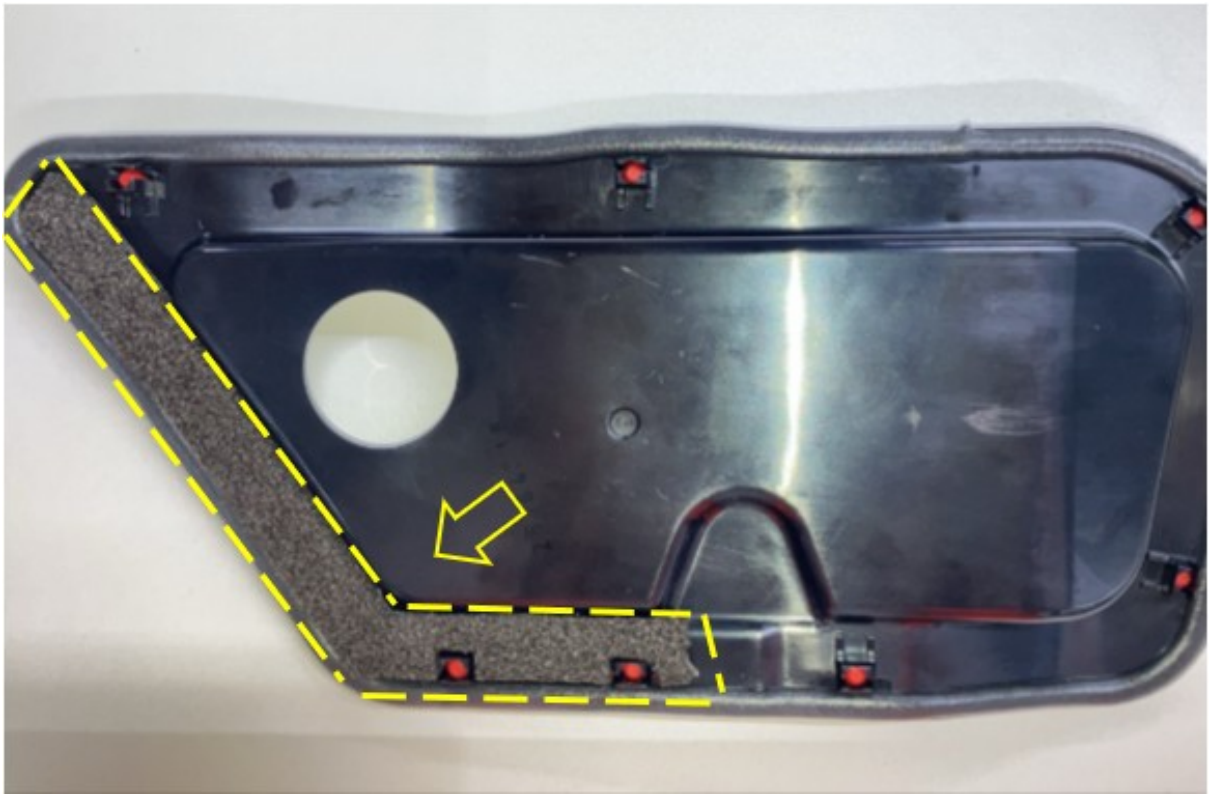

Figure 5. *Required Nitto foam placement location*

14. Apply Nitto foam tape exactly in the illustrated position in figure 5.

Foam must:

- Butt against the butyl seal
- Not overlap butyl
- Not cover clip points

Verify even surface contact along the entire length. See Figure 6 for required tape dimensions (mm).

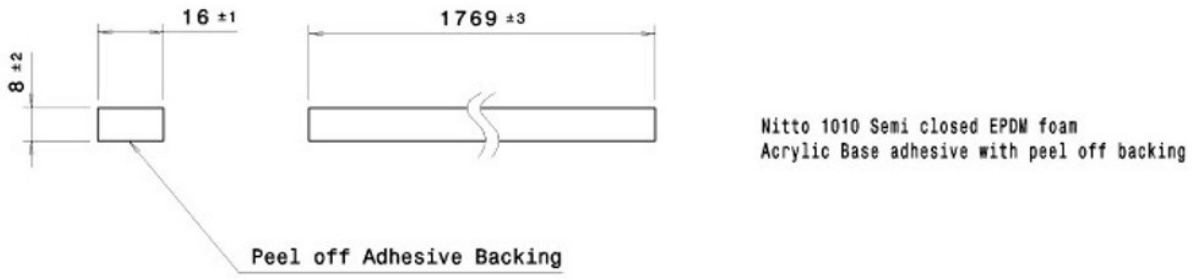

Figure 6. *Required Nitto foam tape dimensions (mm)*

Refit & Water Test

15. Reinstall the water shedder ensuring correct compression of foam (light contact only).

Installation is the reverse of removal procedure, noting the following.

Ensure the inner closing panel clips into locating holes and sits flush with the panel before securing the fixings -3- .

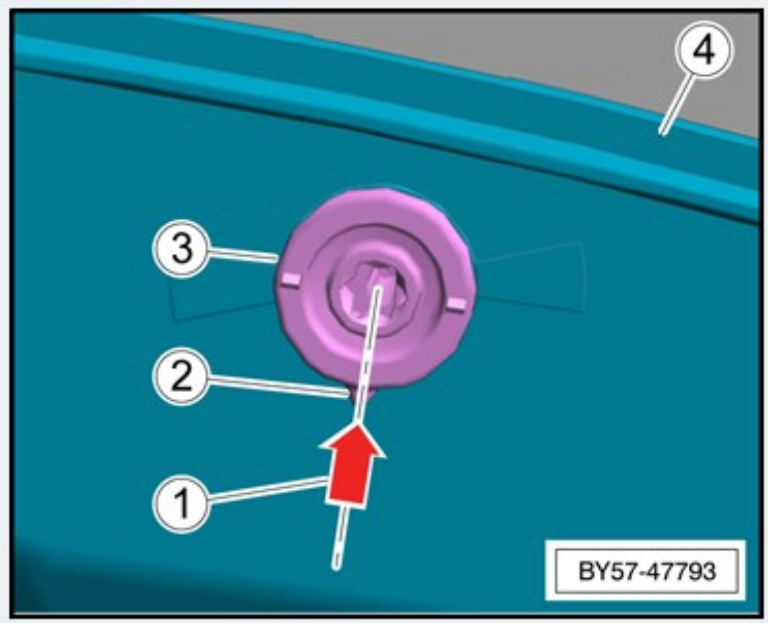

Figure 7. *Water shedder/deflector fixings*

- Locate the inner closing panel -4- in position and partially press in the fixings -3- .
- Rotate the fixings 90° clockwise ensuring that the lug -2- aligns with the arrow -1- .

16. Conduct another controlled water ingress test to confirm repair for 45 minutes.

NOTICE

If faults persist after performing the required rework or diagnosis reveals any other water ingress points, please raise a full technical DISS query and escalate it to second-level review by the Body & Trim TM for further guidance.

Include the following in the full technical DISS query:

- VIN, model, MY
- Customer Statement: “2081117 Support”
- Symptom description.

17. If the fault is resolved. Refit all interior components.

Refer to ElsaPro repair group 70

- Rear quarter trim - To remove and fit

18. Remove the Dummy Fuse -WT 10033- and reinstall the airbag fuse.

Refer to ElsaPro ‘Air bag fuse - To remove and fit’

19. Reconnect the 12v battery.

Refer to ElsaPro ‘Battery - To disconnect and connect’

20. Clear all DTCs and confirm no faults return following completion of the repair.

Warranty accounting instructions

NOTICE

DTCs must be documented if moisture caused module effects. Warranty only applicable where symptoms align with Customer Statement and Workshop Findings in this TPI. Repairs must include before/after photos, particularly of Nitto foam placement, Adhesive after correction.

Warranty type: 110 or 910

Damage service number: 53 55

Damage code: 00 50

Labour

Battery to disconnect and connect

Labour operation code: 97 85 19 00

Time: 20 TU

Air Bag Fuse removal and installation

Labour operation code: 97 92 19 00

Time: 10 TU

Rear quarter trim removal & installation

Labour operation code: 70 75 19 00

Time: 100 TU

Rear Water shedder/deflector removal & Installation

Labour operation code: 53 55 19 50 (Live on 26.03.2026, use 53 55 19 99 prior to this date)

Time: 10 TU

Water ingress diagnosis / Test

Labour operation code: 53 02 01 50 (Live on 26.03.2026, use 53 02 01 99 prior to this date)

Time: 150 TU

Rear water shedder Nitto foam rework

Labour operation code: 53 55 49 50 (Live on 26.03.2026, use 53 55 49 99 prior to this date)

Time: 20 TU

Adhesive correction (if applicable)

Labour operation code: 53 55 51 98 (Live on 26.03.2026, use 53 55 51 99 prior to this date)

Time: 10 TU

GFF guided functions

Labour operation code 01 50 00 00

Time 10 TU

Parts information

Part Number	Part	Qty
3SD.863.197	Nitto Foam Tape	As required
SEE ETKA	Grommet	As required
SEE ETKA	Water Shedder / Deflector	As required

Always refer to ETKA parts catalogue