Technical product information

Topic	Radiator Shell Winged 'B' Badge - Delamination / Sinkage | Flying Spur
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2081496/1
Level	EH
Status	Released for publishing
Release date	April 1 2026

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector -> badge	component / consumables -> loose	front
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector -> badge	dimensional accuracy -> incorrect fit	front
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector -> badge	dimensional accuracy -> shutline uneven	front

Vehicle data

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*

Documents

Document name
master.xml

Technical product information Transaction No.: **2081496/1**

Radiator Shell Winged 'B' Badge - Delamination / Sinkage | Flying Spur

Customer statement / workshop findings

Customer Statement

Customers may report that the radiator shell winged “B” badge appears to be sinking into the recess.

The badge is loose, lifting, or partially detached. Visual quality concern when viewed from the front of the vehicle.

An example image (figure 1) shows the badge sitting recessed and not flush with the radiator shell aperture.

Figure 1. *Concern example image*

Workshop Findings

Customer statement verified in the workshop with the following also present under further investigation.

- The badge adhesive shows loss of bond strength, allowing the badge to sink into the aperture.
- No damage to the radiator shell substrate.
- Original adhesive tape is partially or fully delaminated.

When the above is confirmed, follow the steps in the *‘Measure’* section.

Technical background

A small number of vehicles may exhibit a reduction in adhesive performance between the radiator shell and the Winged B badge, which can allow the badge to settle deeper into the aperture over time. Reapplying the badge using new approved adhesive tape restores the intended appearance and retention.

Production change

Not applicable

Measure

Special tools and workshop equipment required

- Heat gun -WT 10078/10-

NOTICE

Ensure that any accumulated road dirt is removed before commencing this procedure. Take suitable precautions to prevent damaging the surrounding paintwork.

1. Remove the Radiator Shell

Refer to Radiator shell - To remove and fit"

ElsaPro → Rep. Gr. 66

Place the radiator shell on a clean soft topped bench to carry out this procedure.

2. Remove the Badge from the radiator shell.

The front Bentley wings badge is secured to the "Radiator Shell" by high strength adhesive tape.

- Use the Heat gun -WT 10078/10- and apply heat to a maximum of 80°C or (176°F) to the badge for three minutes, this will breakdown the adhesive elements of the badge.

NOTICE

Take extreme care NOT to overheat the radiator shell when removing the "Bentley Wings" badge!

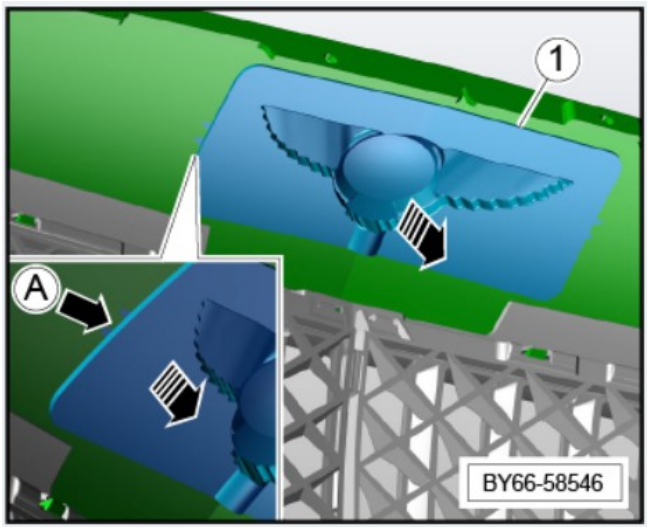

Figure 2. *Badge Removal*

- Insert a suitable tool at position -A- between the badge and the radiator shell, GENTLY separate the badge -1- from the underside of the Radiator Shell. Care must be taken against damaging the surrounding paintwork.

CAUTION

The badge will be hot. Wear suitable gloves.

3. Remove Existing Adhesive from the Badge

- Use the Heat gun -WT 10078/10- and apply heat to a maximum of 80°C or (176°F) to the badge for three minutes, this will breakdown the adhesive elements of the badge.
- Lift away the old tape using plastic tools only.
- Use 3M VHB surface cleaner to remove any residual adhesive from the mating surface.

CAUTION

Rubber gloves are recommended during the residue removal process.

4. Apply New 3M Adhesive Tape to the Badge

- Cut the 3M automotive-grade tape to match the badge footprint.
- Apply it to the cleaned rear surface with firm, even pressure to ensure full contact across the bonding area.
- Allow the tape to settle for several minutes.

The badge should be at room temperature for at least 1 hour to aid the bonding process. The surface must be free of all anti adhesive impurities, such as dirt, dust and grease.

5. Refit the Badge onto the Radiator Shell

- Use 3M VHB surface cleaner to remove any residual adhesive from the mating surface of the radiator shell.
- Remove the protective liner from the double-sided tape from the badge.
- Position the badge to the underside of the radiator shell lining up the badge's outer shape to the recess location on the radiator shell.
- Once in the recess angle the badge -A- and allow the adhesive contact the radiator shell -arrow 1- as shown.

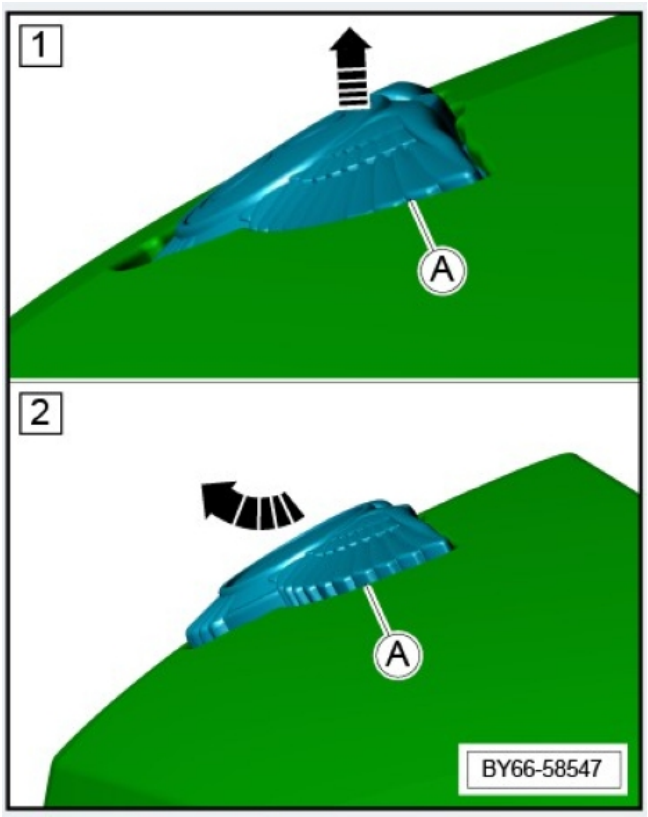

Figure 3. *Badge Installation*

The radiator shell should be at room temperature for at least 1 hour to aid the bonding process. The surface must be free of all anti adhesive impurities, such as dirt, dust and grease.

- Finally allow the adhesive to contact the radiator shell -arrow 2- as shown.
- When in position, from the rear push firmly into place for a minimum of 5 seconds.
- Torque tighten all fixings.

- Allow sufficient time for the adhesive to set.

6. Reinstall the Radiator Shell

Refer to " Radiator shell - To remove and fit"

ElsaPro → Rep. Gr. 66

7. For vehicles fitted with Adaptive Cruise Control (ACC), the radar must be re-aligned.

Refer to "Adjusting adaptive cruise control”

ElsaPro → Rep. Gr. 44

> **NOTICE**
>
> **Radar alignment MUST ONLY be carried out once all wheels have been successfully aligned. Refer to "Vehicle geometry - Wheel alignment and ride heights” ElsaPro → Rep. Gr. 44**

8. Calibrate the Front overhead view camera -R243- if fitted.

Refer to "Front overhead view camera (R243) - To remove and fit"

ElsaPro → Rep. Gr. 94

Warranty accounting instructions

Warranty type: 110 or 910

Damage service number: 66 07

Damage code: 00 18

Labour

Radiator Shell / Grille – To remove and install

Labour Operation Code – 66 05 19 00

Time – 30 TU

Badge – To Remove and Install

Labour Operation Code – 66 07 19 50

Time – 10 TU

Badge Adhesive – To Remove and Install

Labour Operation Code – 66 07 49 57 *(Live on 30.04.2026, use 66 07 19 99 prior to this date)*

Time – 20 TU

Area View Camera – To Adjust

Labour Operation Code – 90 83 15 00

Time – 40 TU

Vehicle Front & Rear – To Measure

Labour Operation Code – 44 95 01 50

Time – 50 TU

ACC Radar – To Check & Adjust

Labour Operation Code – 91 63 05 50

Time – 30 TU

GFF/Guided Functions

Labour Operation Code – 01 50 00 00

Time – 10 TU

If the vehicle geometry requires adjustment, please refer to the applicable adjustment Labour Operation codes to be claimed as required per ElsaPro.

Parts information

Part Description	Part Number	Quantity
3M Automotive Grade Adhesive Tape	Refer to ETKA	As Required
3M VHB Surface Cleaner	Refer to ETKA	As Required