

## Technical product information

<b>Topic</b>	Water Ingress in the Door Infill Panel Area   Flying Spur
<b>Market area</b>	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2081472/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	April 1 2026

### New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> door, closures operation	leaks	
body fixtures and fittings -> trim, protective strips, brightware, dirt deflector	leaks	

## Vehicle data

### Flying Spur

#### Sales types

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

## Documents

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

## Customer statement / workshop findings

### Customer Statement

Customers may report one or more of the following concerns:

- Evidence of water ingress into the cabin, typically visible on or around the lower door trim area.
- Damp carpet or moisture traces following rainfall or vehicle washing

### Workshop Findings

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

- Water runoff tracking from the door infill closing panel into the interior cavity.
- Incorrect seating, damage, or partial detachment of the door infill closing panel.
- Water staining, moisture marks, or wet NVH foam within the lower door area.

No other source of water ingress identified after standard watertest procedures.

## Technical background

The door infill closing panel is designed to divert external water flow toward the outer door drain paths. In some cases, the following issues may allow water migration beyond the designated water channel. Incomplete or inconsistent fitment of the door infill panel, deformation of the panel or sealing edges. Panel clips not fully seated



**Before any part replacement is considered, a full investigation must be undertaken to confirm root cause. Refer to the 'Measure' section.**

## Production change

Under Review

## Measure



### CAUTION

**Follow all Bentley-approved trim removal methods to prevent damage to veneers, leather surfaces, or electrical harnesses.**

### 1. Remove the affected door trim panel.

*ElsaPro → Rep. Gr. 70 - "Front door trim panel - To remove and fit".*



Ensure all electrical connectors, Bowden cables, and wiring are safely supported.

**2. Conduct a detailed visual inspection of the following:**

- Correct seating of the door infill closing panel
- Condition of the sealing edges
- Integrity and engagement of all retaining clips
- Signs of water tracking on:
  - Inner door metal



Document findings with detailed photographs. Photographs must show the infill inner closing panel in situ with any clear water tracking evidence, see example below.



**Figure 1.** *Infill Panel Inspection*

**3. Raise a full Technical DISS query for second-level review by the Body & Trim TM and wait for further guidance.**



**Include the following in the full technical DISS query**

- VIN, model, MY
- Customer Statement: “2081472 Support”
- All photographic evidence / results of investigative work.

**Product Support**

Second-level the DISS query to the Body & Trim TM and wait for further guidance.

## **Warranty accounting instructions**

Warranty type: 110 or 910

Damage service number: 70 59

Damage code: 00 50

### **Labour**

#### **Door trim Panel – To remove and Install**

Labour Operation Code – 70 59 19 00

Time – 20 TU

## **Parts information**

As advised through DISS - If part replacement is approved, refer to ETKA Parts Catalogue