

## Technical product information

<b>Topic</b>	Windscreen replacement criteria whilst under manufacturers warranty
<b>Market area</b>	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2057841/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	April 20 2026

### New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> glazing, window lifters -> windscreen	visual appeal / surface -> stone chip	
body fixtures and fittings -> glazing, window lifters -> windscreen	visual appeal / surface -> scratched	

## Vehicle data

### All Models

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
***	2016	E		*	*	*
***	2017	E		*	*	*
***	2018	E		*	*	*
***	2019	E		*	*	*
***	2020	E		*	*	*
***	2021	E		*	*	*
***	2022	E		*	*	*
***	2023	E		*	*	*

## Documents

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



Connection offline

## Technical product information

Transaction No.: **2057841/4**

Windscreen replacement criteria whilst under manufacturers warranty

## Customer statement / workshop findings

Windscreen cracked/damaged

## Technical background

Please refer to the instructions within the Measure section of this TPI in the event that a windscreen is cracked/damaged

*NOTE: The instructions MUST be followed to help the retailer clarify if the windscreen should be replaced under manufacturers warranty (Stress crack) or Customer pay/insurance (external influence damage)*

## Revision History

2057841/4 – Additions made to the requirements for DISS reporting.

## Production change

Not applicable

## Measure

### Identification

In the event the windscreen is identified as cracked/damaged it is imperative the inspector of the cracked /damaged screen can determine if the crack was caused by external influences (*stone chips*) OR the screen is cracked/damaged due to a stress crack

*TIP: A "pen test" can be used to determine if there is a stress crack evident, a ballpoint pen tip is run along the crack (Figure 1), in the event the tip of the pen dips at any point along the crack this MUST be classed as damage from external influences*

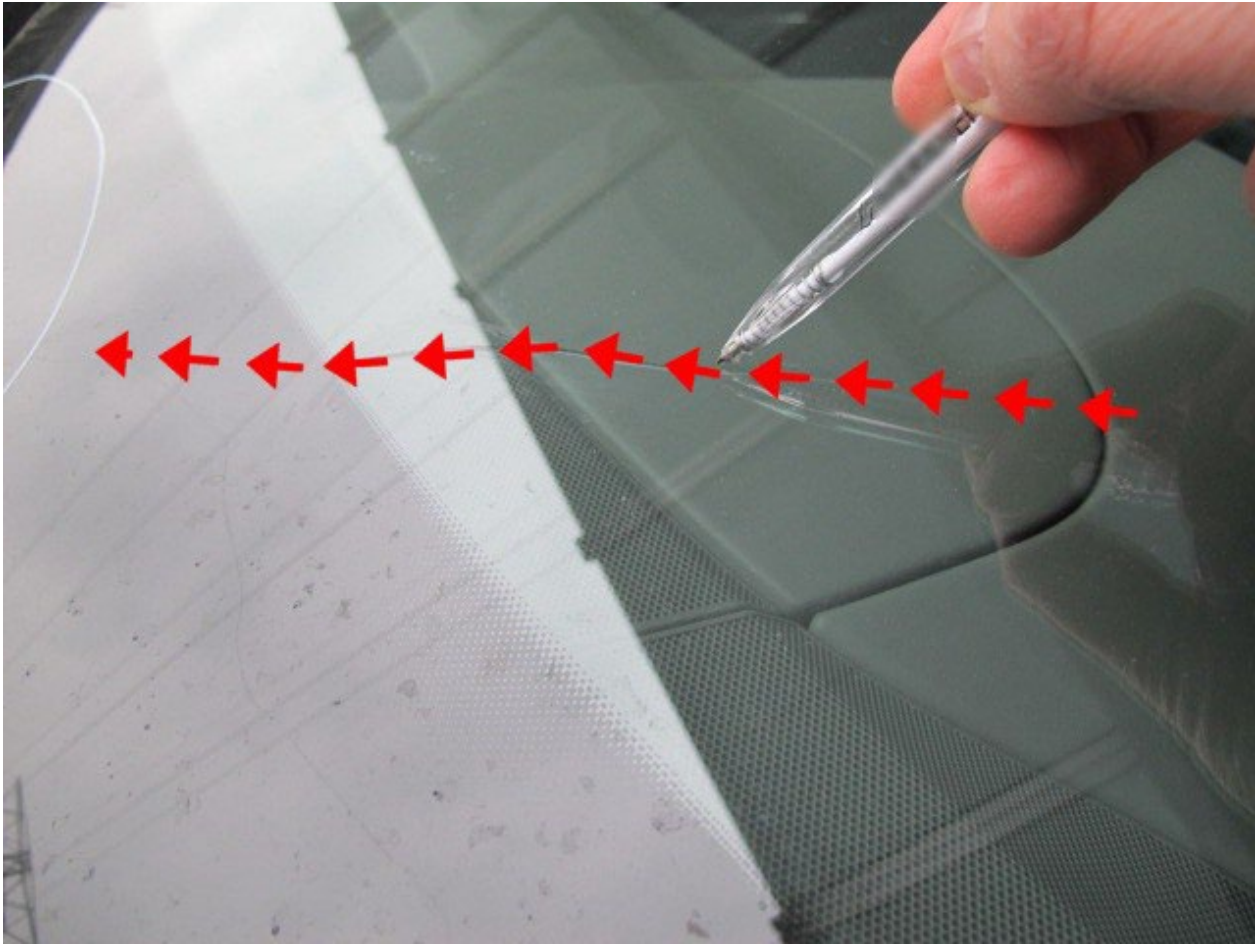


Figure 1

Should the pen not dip this can **possibly** be considered as a stress crack

**IMPORTANT:** A stress crack can easily be identified, as no glass actually would be removed from the windshield for example – stone chip

#### **Windscreen damaged through impact**

In the event that the windscreen has been identified as cracked/damaged through impact (See Figure 2 as an example), this would NOT be covered under the Bentley Motors Warranty policy, therefore the windscreen MUST be replaced, the cost of replacement would not be covered by Warranty



Figure 2

- Refer to the example shown in Figure 3 which details glass edge damage

## EDGE DAMAGE

Typical Damage Characteristics:

Glass shelling / glass detached on glass edge. Depending on the force involved, there may be only a little, some or significant radial cracking of the glass from the edge damage, which may be difficult to see because of the black print on the glass.

Typical Damage Location:

Glass Edge.

Possible Cause:

Damaged during assembly to the vehicle. Impact to glass edge (exposed edges e.g. A-post, top of glass)



Figure 3

### **Windscreen identified as damaged through a stress fracture**

In the event the screen has been identified as cracked/damaged through a stress fracture (See Figure 4 as an example) and the vehicle is covered by manufacturers/extended warranty the retailer **MUST** carry out the following instructions



Figure 4

- Damaged windscreens MUST be reported as per the Mandatory DISS reporting policy
- A DISS query must be raised, the retailer MUST not carry out windscreen replacement or removal until permission has been granted through the open DISS query **NOTE: Product Support may request a Be. C.C call for further diagnosis.**
- The retailer must ensure that the following information is attached within the query:
- Clear photographs of the crack/damage
- Clear description of the location in which the crack/damage is emitting from for example: Right hand front corner
- Video to be attached to the DISS query clearly showing the tip of a ball point pen being run along the length of the suspected crack
- Clear photographs of the Glass ID number (See figure 5).



Figure 5

### Warranty accounting instructions

In the event a windscreen is replaced under Warranty without prior permission via an open DISS query we may reject the warranty claim and redebit the parts