

## Technical product information

<b>Topic</b>	Panorama Sliding Sunroof - Creaking Noise from Rear Rail 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>	2081987/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	May 18 2026

### New customer code

Object of complaint	Complaint type	Position
roof systems, special installations -> panoramic sliding sunroof	noise, vibration	

## Vehicle data

### Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

## Documents

<b>Document name</b>
master.xml

## Customer statement / workshop findings

### Customer Statement

Customer reports a creaking noise from the panorama sliding sunroof area, most noticeable when driving over uneven road surfaces. The concern is reported to be more pronounced in colder ambient temperatures. No operational concerns with the sunroof system are reported.

### Workshop Findings

After verification of the reported noise under controlled conditions, the following workshop findings were identified:

- Noise reproducible during road test and by manual manipulation of the rear sunroof rail.
- Noise traced with the headlining lowered.
- Noise source identified as contact between a metal sunroof guide rail and the plastic sunroof frame.
- Lubrication was ineffective.

## Technical background

The panorama sliding sunroof assembly consists of metal guide rails fixed and bonded to a plastic structural frame. Under certain operating conditions (body flex, uneven road input, thermal contraction/expansion), micromovement may occur at localised contact points. Where contact exists, a creaking noise can be generated. This concern is often more noticeable in cold conditions.

Where this condition is identified, refer to the Measure (Work Section) of this TPI for the approved diagnostic and repair procedure.

## Production change

Under Review

## Measure



### CAUTION

Protect all interior trim, leather, and decorative surfaces. Do NOT cut, grind, bend, or modify any sunroof or body components.

## Approved Service Action

1. Carry out a road test on uneven road surfaces to confirm the reported noise.



Note ambient temperature (noise commonly more evident in colder conditions).

2. With the vehicle stationary, apply gentle manual pressure to the rear sunroof rail area to assist noise localisation.

**!** NOTICE

If the noise cannot be confirmed, do not proceed further. Re-check the conditions with the customer. If the noise is confirmed as present, proceed to step 3.

3. Partially lower the rear section of the headlining strictly according to ElsaPro.

Full removal of the headlining is not required.

*Refer to ElsaPro Repair Group 70 – 'Headlining – To Remove and fit'*

4. With the headlining lowered, inspect the interface between:

- The metal sunroof guide rail
- The plastic sunroof frame



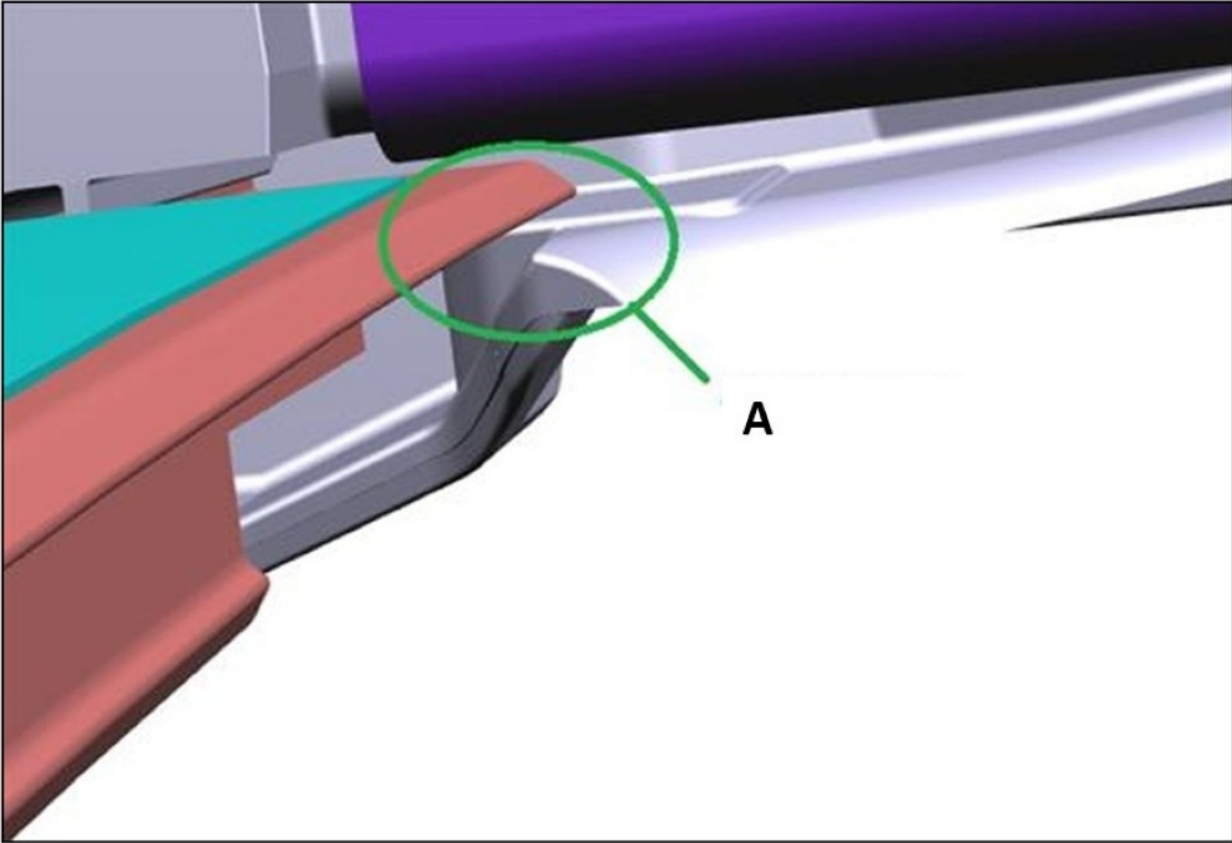
**Figure 1.** *Rear sunroof rail, overview of suspected contact area*

5. Apply controlled manual pressure to reproduce the noise and confirm the precise contact point.



**Figure 2.** *Localised pressure application (arrow direction shown)*

6. Apply localised, controlled pressure to the plastic frame, as indicated by the directional arrows in Figure 2, to slightly disengage it from the metal guide rail while preventing deformation.



**Figure 3.** Point A: Anti creak tape application location

7. Insert anti creak felt tape between the contacting surfaces only at the identified contact point (Point -A- in figure 3).



**Tape Application Location:** Metal to plastic interface shown in Figures 4 below with anti-creak tape applied.



**Figure 4.** Anti creak tape applied

 NOTICE

Ensure the anti creak tape is applied in a manner that does not restrict rail movement, is not overpacked, and remains correctly seated once pressure is released.

8. Manually load the rail to confirm the noise is no longer present.
9. Temporarily refit components and carry out a post repair road test.
10. If the noise is no longer audible, fully refit the headlining per ElsaPro.

 NOTICE

A final road test is mandatory prior to vehicle handover.

11. If the noise remains or reoccurs: submit a FULL Technical DISS query.



The updated DISS query must include:

- Confirmation that this TPI was followed in full
- Ambient temperature and test conditions
- Static and dynamic noise reproducibility
- Photos and videos where available
- VIN, mileage

***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 60 30

Damage code 00 20

**Road test (pre and post repair)**

Labour operation code: 01 21 00 01

Time: 30 TU

**Apply anti-creak tape**

Labour operation code: 60 28 55 99

Time: 20 TU

## **Parts information**

Refer to ETKA parts catalogue