

Technical product information

Topic	Paint Surface Marking After Storage
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2081468/2
Level	EH
Status	
Release date	16 Jul 2026

New customer code

Object of complaint	Complaint type	Position
body -> exterior parts	visual appeal / surface	
body -> exterior parts	paint / painting	

Vehicle data

Flying Spur

Sales types

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

Bentayga Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2026	E		*	*	*
4V1*	2027	E		*	*	*
ZV1*	2026	E		*	*	*
ZV1*	2027	E		*	*	*

Continental GT/GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
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Z23*	2026	E		*	*	*
Z24*	2026	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Concerns may be raised regarding surface marking on painted panels, including dull areas, cloudy patches, or pressure related patterns. These cases typically involve vehicles stored for extended periods with transport protection still fitted, allowing moisture or localised pressure to alter the appearance of the paint finish. An example is shown below.



Figure 1. *Paint marking example*

Technical background

Paint surface marking can occur when transport protection film, moisture, or storage-related environmental factors exert light pressure or create chemical interactions with the clear coat.

The effect is cosmetic only and generally correctable through warming and minor finishing processes. Refer to the 'Measure' section for next steps.

Production change

Not applicable

Measure



CAUTION

DO NOT OVERHEAT PAINT SURFACES - Panel temperature must not exceed 50°C at any time. Excessive heat may cause permanent paint damage. Observe all health and safety precautions when working with paint. Refer to "Paint shop safety". ElsaPro → Rep. Gr. 99



NOTICE

Ensure that standard vehicle inspection procedures are completed before carrying out any rework detailed in this TPI. Refer to *ElsaPro Body Repairs – Vehicle inspection process for surface defects.* Bentley Motors Ltd. will only accept PDI warranty claims for repairs where the vehicle inspection process, listed above, has been followed.



Rectification Instructions

1. Photograph / document the paint prior to rectification.
2. Wash the affected area using a neutral pH automotive shampoo.
3. Rinse thoroughly and dry with a clean microfiber cloth.
4. Apply Controlled Heat maintaining a target surface temperature of 20–40°C. Keep the heat source moving continuously.

Warm the paint using:

- A heat gun (low setting) or
- An infrared (IR) lamp



NOTICE

When applying heat during the rectification process, take care to avoid directing heat onto adjacent plastic or rubber trim components, as these materials can deform or discolour if exposed to elevated temperatures.

5. Light Polishing (If required)

If marking persists after heating

Use a dual action (DA) polisher.

- Apply a fine polishing compound only.
- Polish the smallest area necessary to restore gloss.
- Wipe clean and visually inspect the finish.

6. Upon completion of the rectification, raise a non-technical DISS query and include clear before and after visuals documenting the paint rectification work, reference this TPI 2081468/–

Warranty accounting instructions

Warranty type: 150 or 950

Damage service number: 51 01

Damage code: 00 30

Paintwork Correction – Light Polish/Finish Rectification.

Labour Operation Code – 51 01 49 63 (*Live on 30.04.2026, use 51 01 49 99 prior to this date*)

Time – Authorised up to a maximum of 200 TUs.

(Labour time should reflect the work required and will be assessed on a case by case basis).

Parts information

No parts required.

Recommended consumables:

- Neutral pH shampoo
- Microfiber cloths
- Fine grade polishing compound