

Technical product information

Topic	Service info: Leather Damage/Anomalies All Models
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2078395/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> seats, benchseat, armrests, 1st row	visual appeal / surface	
body fixtures and fittings -> seats, benchseat, armrests, 3rd row	visual appeal / surface	
body fixtures and fittings -> dash panel, centre console	visual appeal / surface	
body fixtures and fittings -> seats, benchseat, armrests, 2nd row	visual appeal / surface	
body fixtures and fittings -> seats, benchseat, armrests, 4th row	visual appeal / surface	

Vehicle data

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

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3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
4V1*	2027	E		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*
ZV1*	2026	E		*	*	*
ZV1*	2027	E		*	*	*

Documents

Document name
master.xml



Connection offline

Technical product information

Transaction No.: **2078395/3**

Service info: Leather Damage/Anomalies | All Models

Customer statement / workshop findings

In rare instances the customer and/or retailer may identify the presence of damage or visual anomalies on leather trimmed surfaces within the vehicle cabin during or post pre-delivery inspection.

Technical background

Visual variations may be present in the leather due to it being a natural material, such as changes in texture or finish. However, in some cases, these anomalies may exceed Bentley quality standards and require further evaluation. Operatives are requested to provide detailed information when reporting leather damage or anomalies, refer to the measure section for more information.

Production change

Not applicable

Measure



NOTICE

Always refer to the information presented in the ElsaPro Body Repair Guidelines 'Vehicle inspection process for surface defects' when investigating a surface anomaly.

In order to assist with accurate assessment and quality feedback, please follow the steps below when investigating and reporting any leather damage/anomalies.

Raise a Technical DISS ticket under the relevant VIN with the following information:

- Provide two photographs of the affected area, a close up image clearly showing the damage/anomaly in detail with a plastic ruler next to the affected area to provide scale. A wide angle image showing the full context/location of the damage/anomaly within the vehicle interior, both under natural light conditions.
- Measurement of the damage/anomaly in mm.
- Do not use artificial lighting (e.g. workshop lamps, flashlights, camera flash) when inspecting or photographing the leather surface.
- Interior leather imperfections that are identified must be rechecked in daylight conditions. If not visible in daylight then the imperfections should not be repaired.
- Photographs must be high quality and free reflections or shadows that may obscure the area.
- Attach both photographs and include a brief description of the location of the anomaly including if it is Zone A, B or C (see diagrams below for zone criteria).

The different surface characteristics should be assessed for a period of 10 to 15 seconds and from a minimum distance of 80 cm, taking the installation position of the component in the vehicle into account.



If a defect cannot be seen from a distance of 80 cm then the defect should not be identified as requiring rework.

Interior leather imperfections that are identified must be rechecked in daylight conditions. If not visible in daylight then the imperfections should not be repaired.

Zones to be considered:



Zone A: Direct Visible Area



Zone B: Indirect visible area

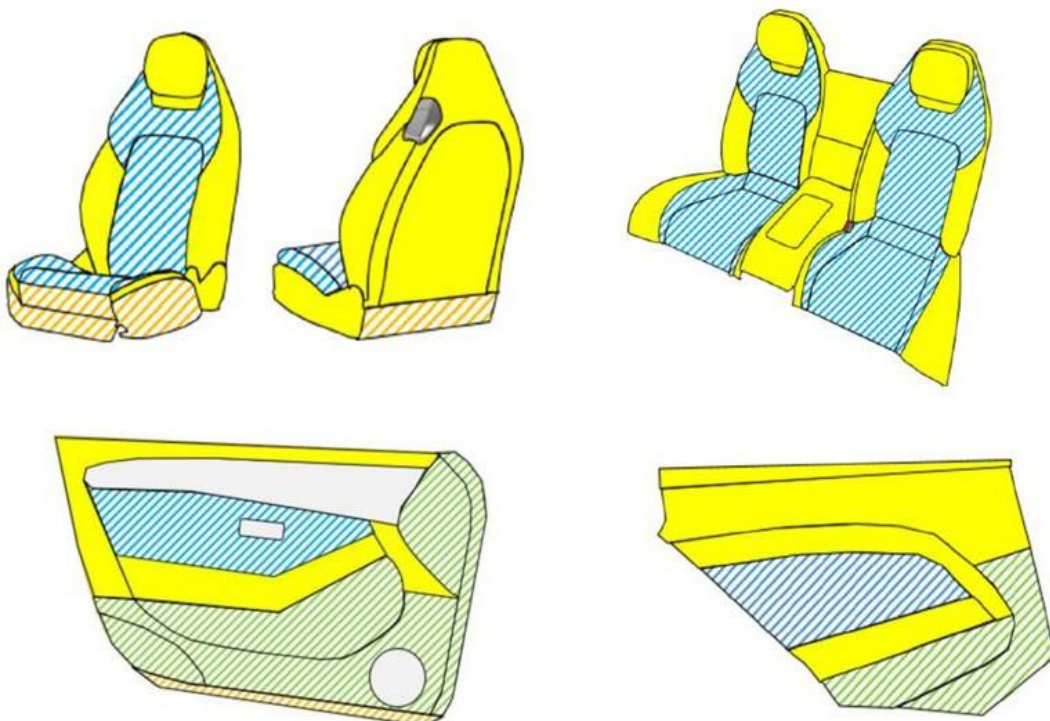


Zone C: Indirect Non-Visible Area

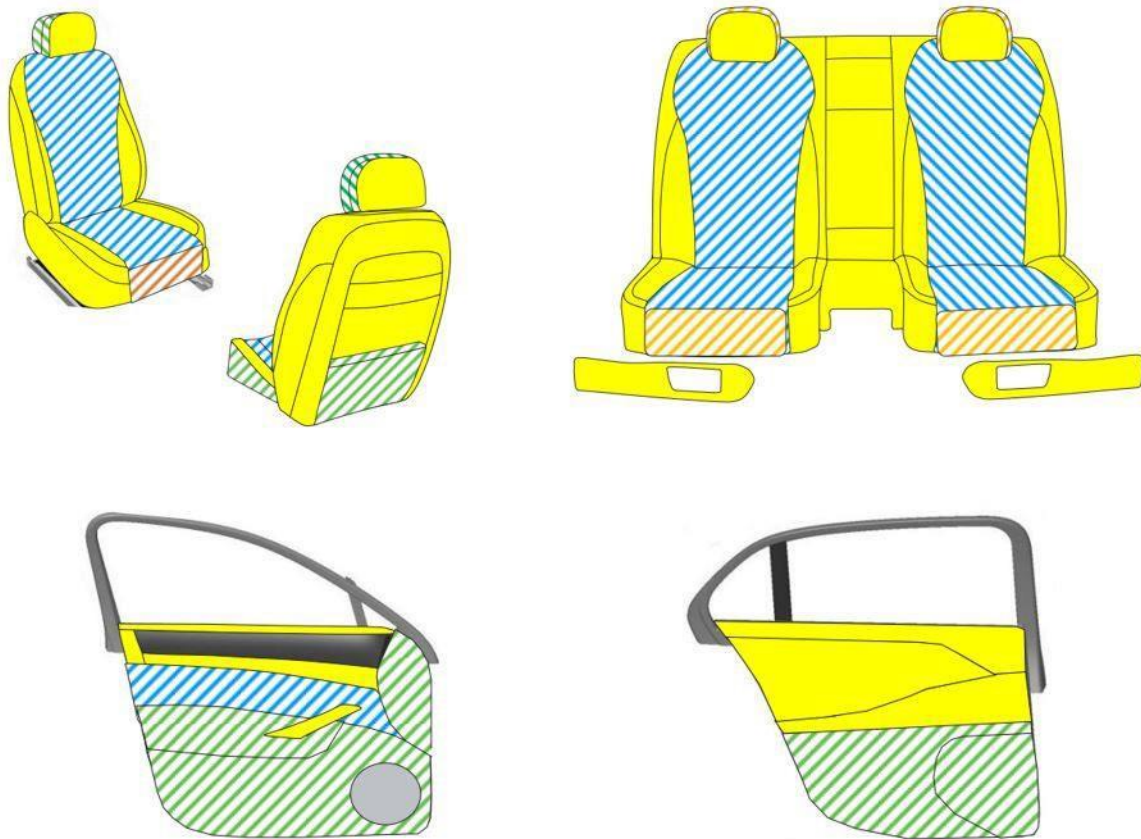


Zone A / (Quilted) Zone B

Continental GT/GTC



Flying Spur



Bentayga Series



Warranty accounting instructions

Bentley Motors Ltd. will only accept PDI warranty claims for repairs where the vehicle inspection process, listed above, has been followed.