

Technical product information

Topic	Service info: Paint Damage/Anomalies All Models
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2078038/5
Level	EH
Status	
Release date	

New customer code

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

Vehicle data

All Models

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		*	*	*
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*	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

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Customer statement / workshop findings

In rare instances the customer and/or retailer may identify visual damage/anomalies in the paint finish during or post pre-delivery inspection. These may include:

- Uneven sheen or texture
- Patchy or blotchy appearance
- Inconsistent under lighting
- Staining, discolouration, or surface blemishes.

Technical background

These anomalies may exceed Bentley quality standards and require further evaluation. Operatives are requested to provide detailed information when reporting paint finish damage/anomalies, refer to the measure section for more information.

Revision history 2078038/5 – Addition to steps in measure instructions have been added.

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 any surface damage/anomalies.

In order to assist with accurate assessment and quality feedback, please also follow the process below when investigating and reporting any paint finish damage/anomalies.

1. Prior to raising a Technical DISS ticket, the affected area must be prepared to eliminate any surface contamination which may influence the appearance of the concern.

- Apply hot water and dish soap to the affected area and clean thoroughly.
- Wipe the area using an isopropanol wipe to remove any remaining surface contaminants

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

Include clear, well-lit photos of the affected area(s):

- Wide-angle photograph showing the full panel under natural light conditions.

- Close-up shot showing the damage/anomaly clearly, place a plastic ruler next to the affected area to provide scale under natural light conditions.
- Measurement of the damage/anomaly in mm
- Reflection angle shot to highlight texture or sheen inconsistencies
- Comparative photo of an unaffected adjacent panel (if applicable)
- Paint code label
- A video taken indoors and a video taken outdoors under natural light conditions
- Inspection of the vehicle surfaces must be carried out WITHOUT artificial lighting.
- Attach both photographs and include a brief description of the location of the anomaly including if it is Zone 1, 2 or 3 (see diagrams below for zone criteria).

Additional Details in DISS:

- Exact panel(s) affected
- Description of when the issue was first noticed
- Any known chemical or wash exposure
- Confirmation that no prior body repair has been carried out on the affected area
- Description of vehicle storage conditions (garage, covered, outdoors etc).



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

Zones to be considered:



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