

## Field campaign

<b>Topic</b>	Hood rear bow clash to tonneau cover – prevention (SC16/21)
<b>Market area</b>	Australia E04 Bentley rest Asia and Australia (6E04),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2043406/1
<b>Campaign number</b>	EA59
<b>Note</b>	
<b>Type</b>	
<b>US code</b>	

## Vehicle data

### GTC

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
394*	2012	E		*	*	*
394*	2013	E		*	*	*
394*	2014	E		*	*	*
394*	2015	E		*	*	*
394*	2016	E		*	*	*
394*	2017	E		*	*	*
3W4*	2007	E		*	*	*
3W4*	2008	E		*	*	*
3W4*	2009	E		*	*	*
3W4*	2010	E		*	*	*
3W4*	2011	E		*	*	*
3W7*	2007	E		*	*	*
3W7*	2008	E		*	*	*
3W7*	2009	E		*	*	*
3W7*	2010	E		*	*	*
3W7*	2011	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	***	**	*	*	C	039828	097150		
SCB	***	**	*	*	C	040000	060061		
SCB	GR3	ZA	5	C	C	000003	000003		
SCB	GR3	ZA	7	C	C	000004	000004		
SCB	GR3	ZA	7	E	C	000380	000380		

## Documents

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

## Notes

### ▪ Repair instructions

### Technical background

Unable to operate convertible roof due to tonneau cover to rear bow clash. The reinforcement plate inside the roof which assists the smooth operation of the system deforms and catches between the frame and the hood. This clash condition if not prevented could also result in damage to the hood frame tension straps.

Only affects convertible roof systems in persistently hot countries therefore this document is only applicable to the following regions:

California, Florida, Central America, South America, Middle East, India, Africa, Australia and New Zealand

### Remedy

A new elasticated strap introduced between the reinforcement plastic plate and the rear bow ensuring the plastic plate does not foul the bow

### Customer notification

Customers do not need to be informed directly of this campaign. Please ensure that all affected vehicles are checked and repaired during the next service visit. You should also inform your new and used car sales departments so that the vehicles affected can be checked and, if necessary, repaired immediately (and not just before sale)

### Warranty accounting instructions

Warranty Type 790 or 710

Labour Operation Code 61 01 41 99

Damage Service Number EA59

Damage Code 00 66

Time 40 TU

Criteria ID 01

### Genuine parts

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

### Parts supply

Part number	Description	Quantity
3W0871589	Tension strap	2
WKN070021 for position A	Rivet (N 4mm x 10.5 steel)	2
WKN070058 for position B rearbow end	Rivet (3.2mm x 13.5)	2
WKN070030 for through plastic stiffener	Rivet (3.2mm x 9.8)	2
NBC876865A	Washer 12x3.3x1	2

### Parts despatch control

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### Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa pro), check for the presence of the new strap, part number 3W0871589

(see Figure 13), should neither be evident carry out the required work in accordance with these instructions. Note: on cars prior to 09MY check that TPI2029949 Convertible roof system 07MY and 08MY - Service upgrade has been performed if not please encourage customers to take this opportunity to have this service upgrade performed

## Genuine parts

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

## Work

On cars prior to 09MY check that TPI2029949 Convertible roof system 07MY and 08MY - Service upgrade has been performed if not please encourage customers to take this opportunity to have this service upgrade performed

**Note:** The following procedure details the operation on the left hand side of the hood system. The same procedure must also be performed on the right hand side



Figure 1

**Note:** Operations 1 through 5 are to enable the hood lining to be released to gain access to the inner lining

1. Where necessary attach a marker ribbon to the cords to aid routing when refitting (see Figure 1)



Figure 2

2. Position the convertible roof to enable access to rivet 'A' (see Figure 2)
3. Remove rivet 'A'



Figure 3

4. Unclip the headliner from the roof frame (see Figure 3)

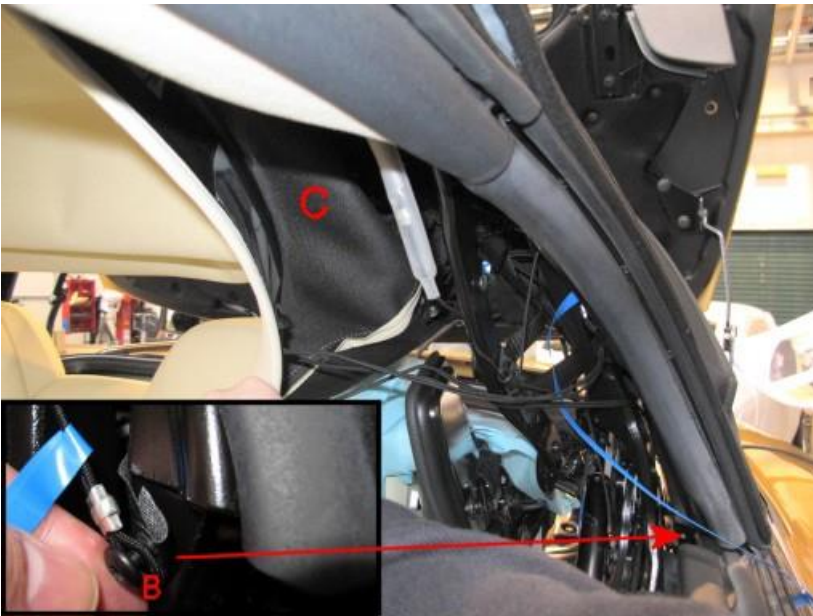


Figure 4

5. Remove fastener 'B' to release cord and tape secured at 'B' allowing trim C to be pulled back (see Figure 4)

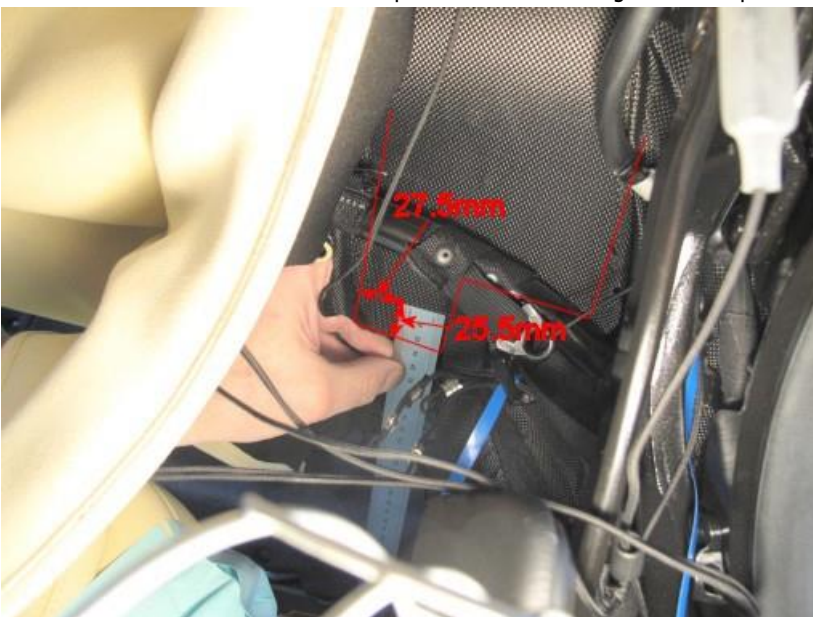


Figure 5

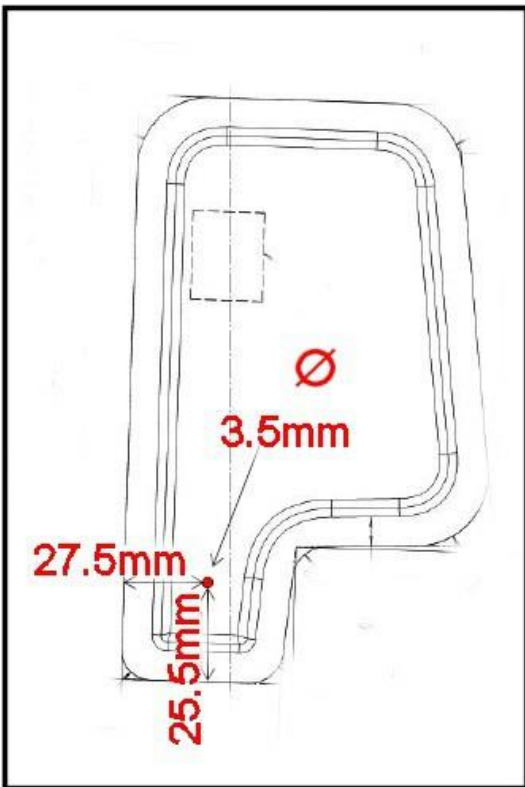


Figure 6

6. Inside the insulation pad of the hood inner liner is a plastic reinforcement plate, locate this plate the stitching highlights the outline (see Figure 5 and 7). Once located measure off the dimensions shown on figure 6. Alternatively align the first hole (J) in the new strap with the stitching and mark the hole position at 'K' using the second hole in the strap (K)

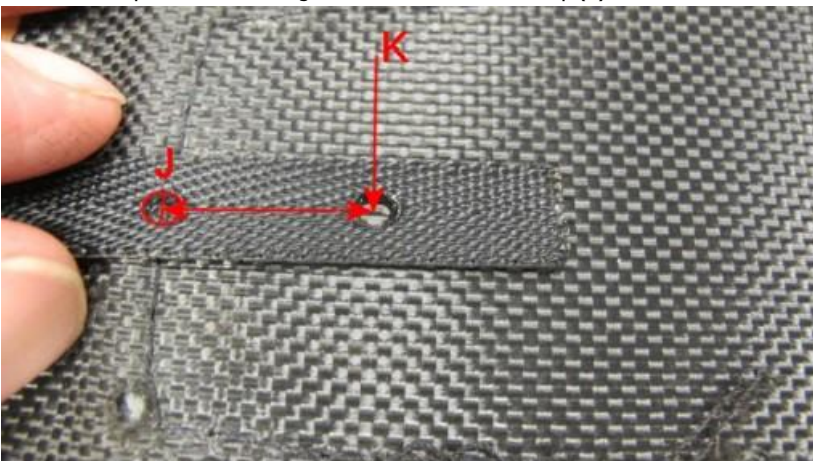


Figure 7

7. At the point marked (K) drill a 3.5mm hole through inner cover and through the plastic reinforcement plate **NOTE: CARE MUST BE TAKEN TO AVOID DRILLING THROUGH THE OUTER COVER**

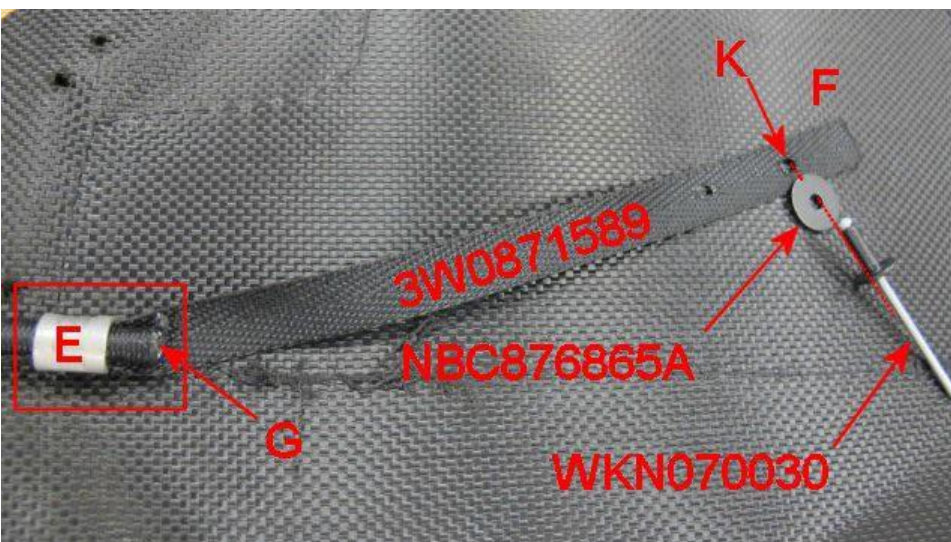


Figure 8

- When positioning the new strap prior to riveting ensure the orientation is correct: The long strap end should not be folded over at 'F' and the crimped ferule (E) should be position so as the cut end of the round section elastic strap (G) is facing away from the hood inner liner this avoids high spots showing on the outer surface of the hood (see Figure 8)



Figure 9

- Take the long end of the new strap (part number 3W0871589) not folded over place the washer (part number NBC876865A) followed by rivet (WKN070030) through hole 'K' in the strap then position in the previously drilled hole (see Figure 7,8 and 9) **NOTE:** Figure 9 shows the strap in the optimum position for riveting, figure 11 is the reference for the correct final routing which is under bow 5 and 6



Figure 10

- engage the rivet to secure the strap (part number 3W0871589) into the reinforcement plate (see Figure 10)

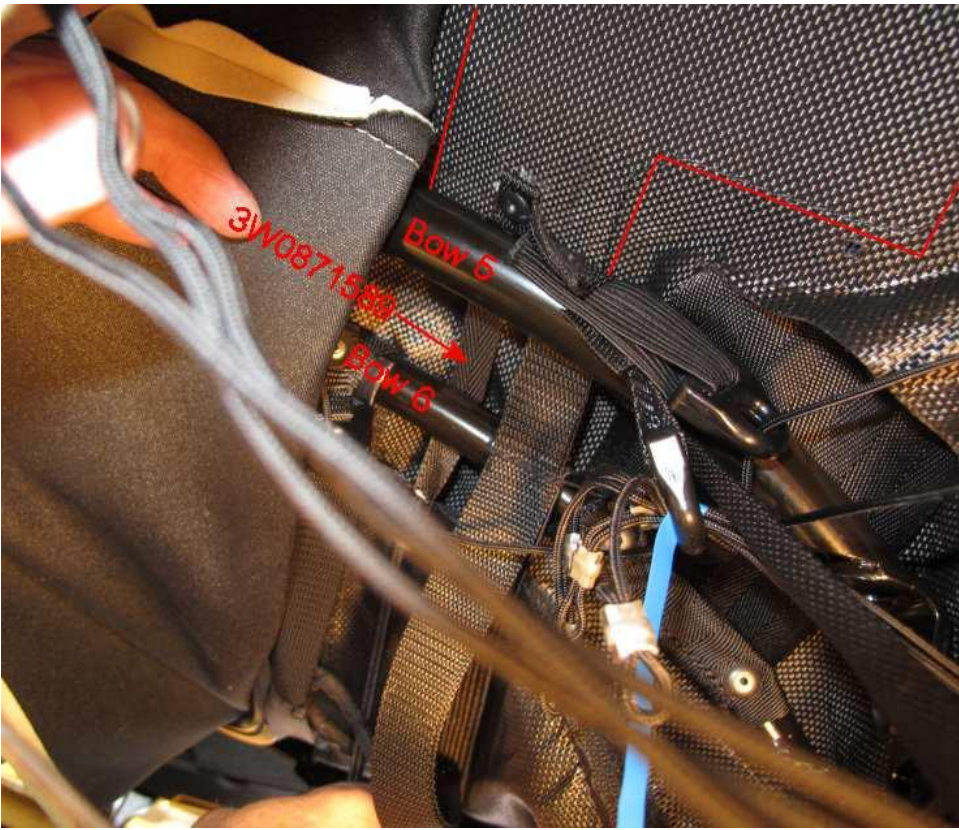


Figure 11

11. Once riveted route the new strap (part number 3W0871589) ensuring it routes under bow 5 and 6 (see Figure 11)



Figure 12

12. With the headliner undipped from the rear bow (A) locate position (B) on the rear bow remove the rivet securing original strap at point (B) (see Figure 12)

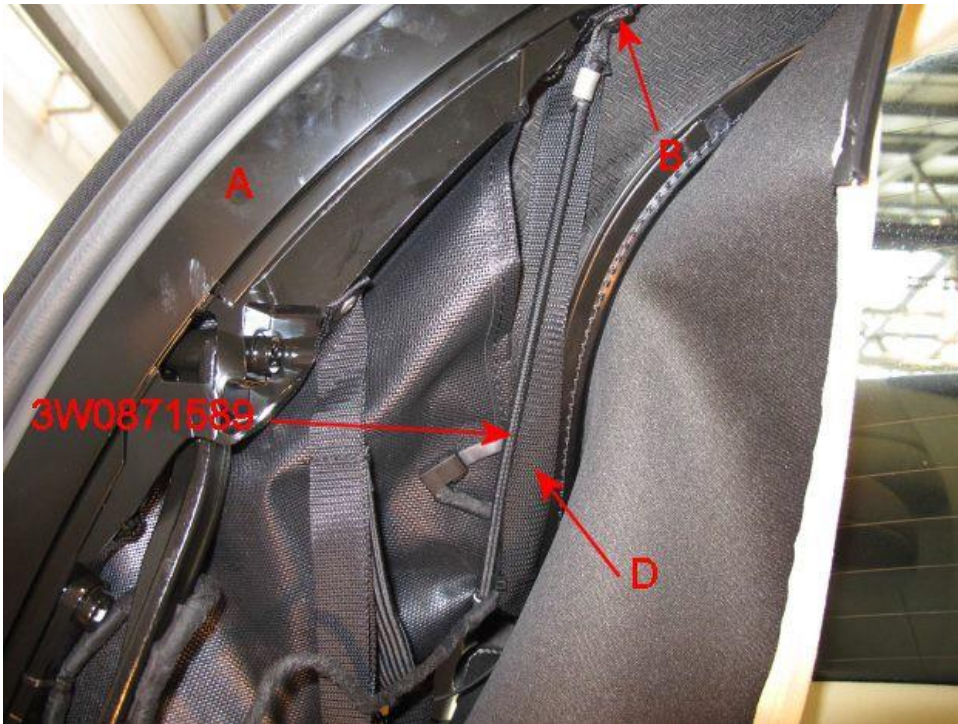


Figure 13

13. At the rear bow (A) Re make connection at (B) adding the other end of new strap, short end, (part number 3W0871589) with the original strap (D) (see Figure 13)



Figure 14

14. When positioning the new strap at the rear bow prior to riveting ensure the orientation is correct: The short strap end should be folded over (see Figure 14)
15. Carry out the same procedure for the right hand side of the hood system
16. Refit all removed trim and reconnect and rivet where necessary removed cords and straps

## Identification

The presence of the new strap (part number 3W0871589) will serve to identify the campaign has been performed (see Figure 13)