

Draft Retailer letter

RE: RECALL CAMPAIGN – REPLACEMENT OF OUTLET HOSE CONTAINED IN FUEL PUMP NOISE REDUCTION KIT PF59918PB – RE05/01

This letter is to initiate a recall campaign to replace the outlet hose assembly (PF59917PA) contained in the fuel pump noise reduction kit, (PF59918PA/PB). This would have been fitted by retailers to certain 2000-2002 MY Bentley Arnage Red Label, 2001MY Bentley Arnage Le Mans and LWB models.

Attached is a Bentley Bulletin (05-01-31-01) detailing the repair procedures to be followed. While your technicians may consider themselves familiar with this operation, it is vitally important that the exact procedure is followed. The text below is to give you information as to why this recall is being initiated and to provide you with the appropriate administrative details.

A fuel pump noise reduction kit (part number PF 59918PA/PB) was introduced as a service only application to reduce the noise created by fuel pump cavitations on Bentley Arnage Red Label motor cars. This retailer fit kit has subsequently been found to have a defect in the fuel pump outlet hose assembly. With the kits, the potential exists for the fuel pump outlet hose assembly to fracture under certain operating conditions, resulting in a fuel leak.

The potential for this condition to occur will be removed by you carrying out the rectification action on the selected vehicles.

You may have vehicles affected in stock or in the hands of owners. A complete list of the noise reduction kit orders which we believe are your responsibility based upon invoice records is attached. Please verify these lists as a first step and convert the orders into Vehicle Identification Numbers, informing the writer of the appropriate VIN and customer details. This will enable us to write to the owner informing them of the recall.

It is not necessary to contact us for an authorization number. We will take our records from your Class E Warranty Claim that must be generated and submitted immediately upon completion of the work. You are reminded that claims for recalls cannot be performed in connection with any other warranty repairs. The Man Hour Schedule Times and Codes to which you should adhere are quoted within the Bulletin.

The complete kit of parts (PF115530PA), containing the replacement hose (part number PF 59917PC) and completion sticker (part number PF115553PA) will need to be ordered by you according to your vehicle parc. We have this kit of parts available from stock and will reimburse you according to usual Class E Warranty Claim procedures.

It is to our mutual advantage that this recall campaign goes as smoothly as possible. Should you have any questions or queries concerning this recall, please contact your Area Service Manager or myself.

Yours sincerely,

Stephen Worrall
Fixed Operations Manager



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05-01-31-01

Bulletin

Title: Recall Campaign - Replacement of Outlet Hose Contained In Fuel Pump Noise Reduction Kit PF59918PB - RE 05/01

Applicability:

Vehicles contained within the following VIN parameters that have been fitted by dealers with fuel pump noise reduction kit PF59918PB

For specific applicability see procedure described in accompanying letter

Arnage Red Label	VIN From	VIN To
	SCBLC32E9YCX04001	SCBLC31E32CH08394

Arnage Le Mans	VIN From	VIN To
	SCBLC31E01CX06341	SCBLC31E32CX08375

Arnage LWB	VIN From	VIN To
	SCBLE32E0YCX07511	SCBLE31E12CX19112

Market Region: All

Introduction:

A fuel pump noise reduction kit (part number PF 59918PB) was introduced as a service only application to reduce the noise created by fuel pump cavitations on certain Bentley Arnage motor cars. This dealer fit kit has subsequently been found to have a defect in the fuel pump outlet hose assembly.

The fuel pump outlet hose assembly on this kit has the potential to fracture under certain operating conditions, resulting in a fuel leak.

Description:

Dealers must trace the vehicles to which these kits were fitted which are required to have the fuel pump outlet hose assembly (part number PF 59917PA) replaced. The replacement hose (part of the rectification kit) carries the part number PF 59917PC.



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Procedure:

Before carrying out any work, specific reference should be made to the workshop safety precautions, fuel-to drain. Refer to ASSIST PIN 0039

1. Position the vehicle on a ramp, remove gearbox isolation fuse.
Refer to ASSIST PIN 5936
2. Allow the exhaust system to cool (approximately 30 minutes) prior to opening up the fuel system
3. Make a note of owners preferred radio memories
4. Disconnect the negative leads of both batteries. Refer to ASSIST PIN 5903
5. Remove left-hand rear undersheet to gain access to the fuel filter inlet pipe nut
6. To release fuel pressure, slowly undo fuel filter inlet pipe nut whilst holding a cloth over the connection to catch any escaping fuel.
Retighten nut.
7. Attach a clamp to the outlet hose from the fuel tank, see figure 1 item 1
8. Prepare the quick connector item 2 figure 1 for disconnection

The following recommendations regarding the fitting and servicing of quick connectors must be observed

Caution:

Ensure that an absorbent cloth is placed around each connector as it is released, to catch any escaping fuel

Disconnecting

Using a cloth or soft brush, wipe the external surface of the connector and male tube to remove loose dirt and road salt. Twist the connector about the tube or flush the joint with a mild penetrant such as WD 40 or CRC spray to remove any stubborn crusted contaminants.

Using an air line, blow out any accumulated dirt and road salt from the retainer area of the connector.

9. Push back the release collar and simultaneously pull the hose from the pipe fitting.



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Note: If the quick connector has previously had the release collar removed, then the secondary safety clip will have to be removed before pushing tool WT10091 into the quick connector and simultaneously pulling the hose from the pipe fitting Refer to figure 2

10. Allow any fuel in the pipe to drain into a suitable container

Do not allow dirt or any foreign matter to contaminate the fuel lines.

11. Use pliers part number PF 29155PA to release hose clips then disconnect both fuel pump outlet hoses, items 3 in figure 1
12. Remove the 5mm bolt securing the fuel pump outlet hose assembly to the fuel pump bracket (item 4 figure 1), remove and discard the fuel pump outlet hose assembly

Note The Cobra clip position, at the extreme edge of the quick connector fitting (see figure 3), is a design requirement of the fitting, do not therefore reject the new hose (part number PF 59918PC) for this reason

13. Position the new fuel pump outlet hose assembly (part number PF 59918PC) over the fuel pumps and secure with 5mm bolt removed during operation 12
14. Position one Oetiker hose clip (part number N10023201) onto each fuel pump outlet hose before pushing each hose onto the fuel pump outlet ports see figure 1 items 3
15. With the clips positioned use Oetiker side jaw pincers (part number WT10001). Hold the pliers parallel to the hose and close the clip ear fully. It is important that a constant pressure is applied to close the clip ear. This method ensures positive stress on the hose, which does not result in excessive compression or expansion of the clip material. The clip will not always remain closed fully and a permitted opening after closure is shown in figure 4
16. Prepare the quick connector item 2 figure 1 for reconnection

The following recommendations regarding the fitting and servicing of quick connectors must be observed

17. Position any rubber identification sleeves fitted to the tube end at



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- least 25mm (1 inch) away from the bead
18. Use clean cloth to wipe the tube end
 19. Check the 'O' rings in the fuel hose and sealing surfaces on the fuel pipe for damage
 20. Apply a coating of clean engine oil over the entire male tube end surface, up to the bead. **Note** petrol must not be used as a substitute as it will increase the friction
 21. Push the quick connector fitting over the tube until the retainer seats, with an audible click

Warning:

Do not rely on an audible click to confirm that a secure connection has been made.

To ensure that a secure connection has been made and has locked in position, pull back the quick connector (between 6.8 and 13.6kgf; 15 and 30 lbf).

22. Fit a secondary latch safety clip, part number PF113200PA, to the quick connector. Refer to figure 5
23. Remove clamp from outlet hose of fuel tank
24. Carry out an initial inspection of replacement hose assembly for leaks, rectify any leaks before proceeding with bulletin
25. Reconnect battery earth leads
26. Observe the relevant workshop safety procedures. Refer to ASSIST PIN 0039. Turn on the ignition and allow at least 5 seconds for the fuel system to pressurise, then check all fuel pipe connectors worked on in this bulletin for leaks
27. Start the engine and once again check pipe connections for leaks and if necessary rectify
28. Refit the left-hand rear undersheet
29. Reset radio presets and initialize electric window lifts. Refer to ASSIST PIN 5903
30. Affix completion label (part number PS 115553PA). See figure 6
31. Refit gearbox isolation fuse

Warranty:



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Defect Code	Repair Code	Time
31-50-25-99-00	31-50-25-99-S	1.7

Parts Information:

Kit Part Number
PF115530PA

Kit Contents			
NEW PART NUMBER	DESCRIPTION	DISPLACED PART NUMBER	QUANTITY
PF 59917PC	Fuel Pump Outlet Hose	PF 59917PA	1
PF 113200PA	Secondary Latch Safety Clip	N/A	1
N10023201	Oetiker Hose Clip	PF 29233PA	2
PS 115553PA	Completion Label	N/A	1

Policy: Recall



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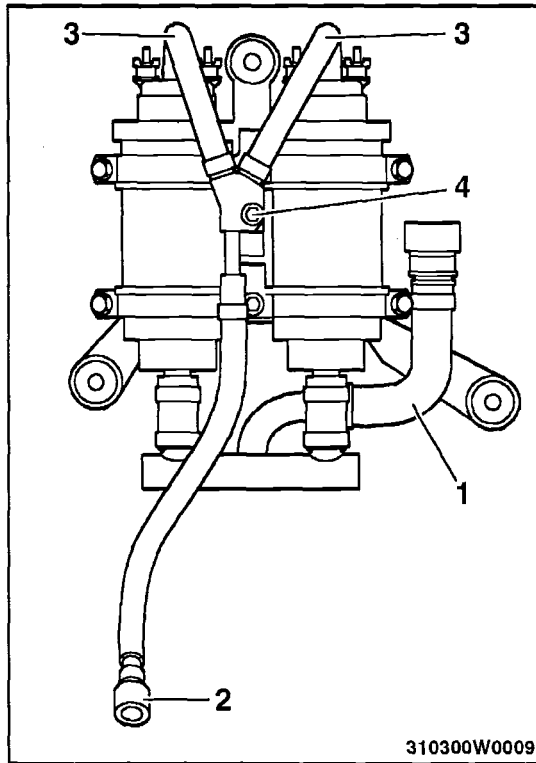


Figure 1

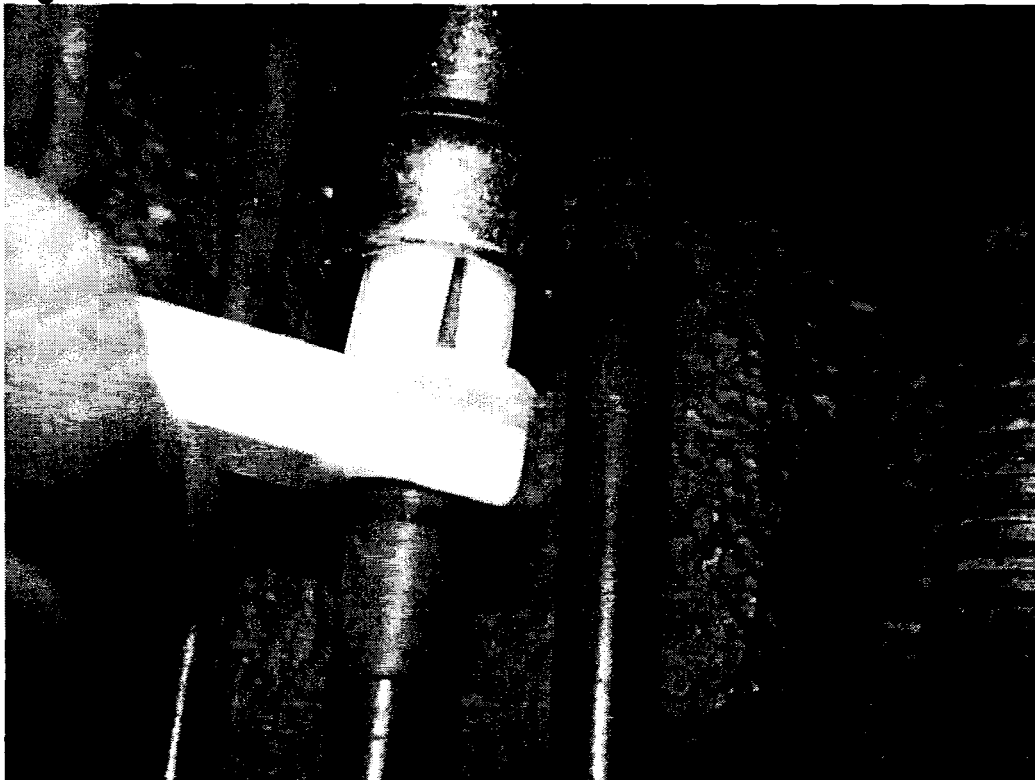


Figure 2



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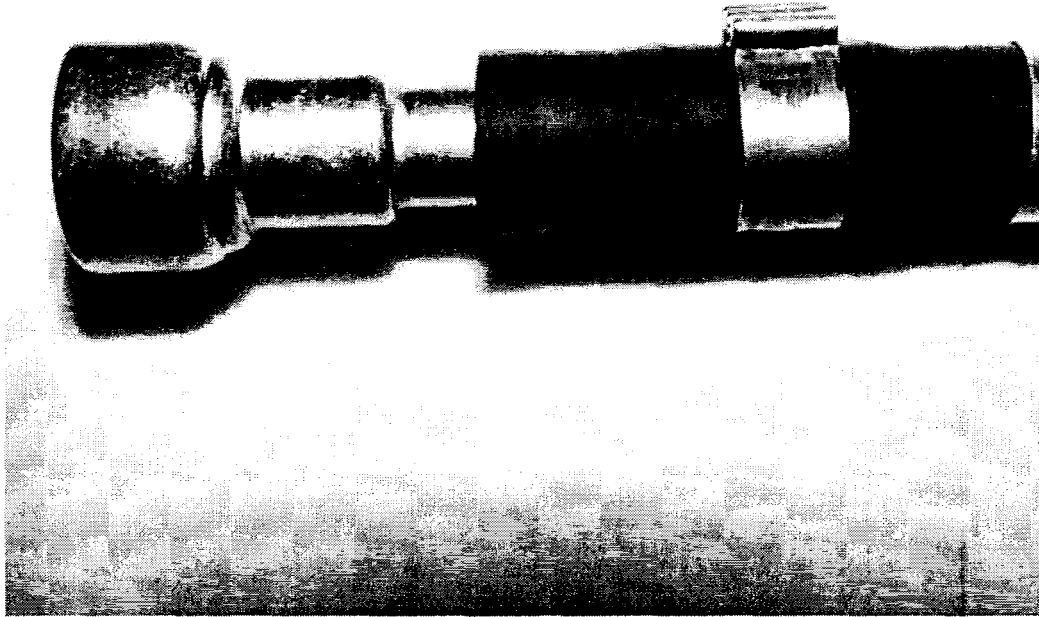


Figure 3



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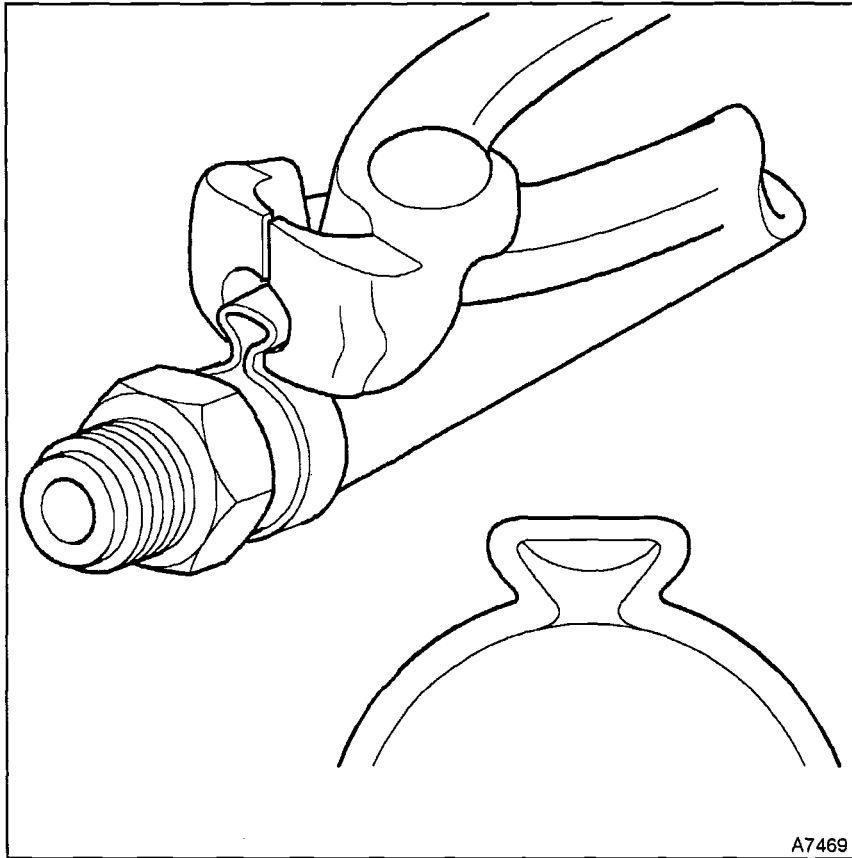


Figure 4



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Figure 5

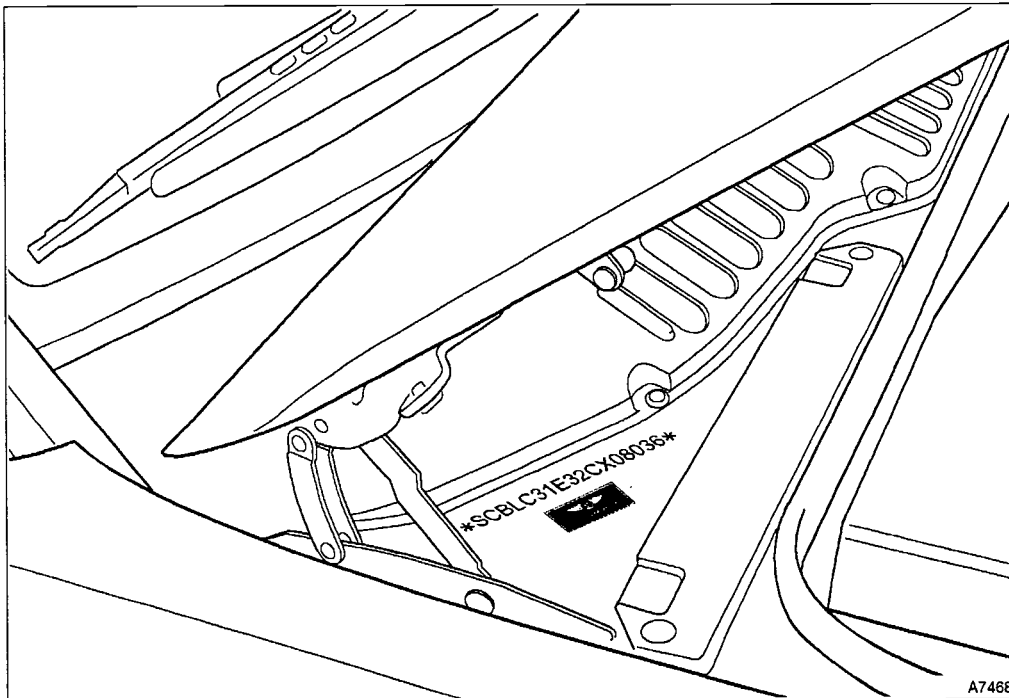


Figure 6



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Bentley Bulletins are intended for use by experienced and trained Technicians. If you lack the skills, tools, equipment and a suitable workshop for any procedure described in this document, we suggest you leave such repairs to an Authorised Bentley Dealer or other qualified workshop. See your Bentley Dealer for advise on whether your vehicle may benefit from the information contained within this document.

The information contained in the Bentley Bulletin is accurate at the date of publication. However, Bentley Motors regularly updates technical information. Please check with your Bentley Dealer that the Bulletin you intend to use contains the latest available information.

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