

Field campaign

Topic	Fastener replacement - Battery cable front bulkhead studbox (RE15/15)
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2036868/1
Campaign number	RA36
Note	
Type	Recall Campaign
US code	

Vehicle data

Continental series and Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Finaldrive code
393*	2012	E		*	*	*
393*	2013	E		*	*	*
393*	2014	E		*	*	*
393*	2015	E		*	*	*
394*	2012	E		*	*	*
394*	2013	E		*	*	*
394*	2014	E		*	*	*
394*	2015	E		*	*	*
4W2*	2012	E		*	*	*
4W2*	2013	E		*	*	*
4W2*	2014	E		*	*	*
4W2*	2015	E		*	*	*
4W2**	2013	E		*	*	*
4W2**	2014	E		*	*	*
4W2**	2015	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	*	*	067356	097155		
SCB	***	**	*	*	*	040000	041768		
SCB	GR3	ZA	5	C	C	000003	000003		
SCB	GR3	ZA	7	C	C	000004	000004		
SCB	FA6	3W	X	E	C	000008	000008		
SCB	EA5	3W	8	E	C	000272	000272		
SCB	GC3	ZA	7	E	C	000380	000380		

Documents

Document name
master.xml

Notes

Repair instructions

Technical background

The 12V battery cable has a bolted connection where it passes through the front bulkhead. There is a possibility that this connection may be loose on a small number of vehicles. During operation under increased electrical load conditions and ageing of the battery, the connection system could fail. This could result in a vehicle failing to start, or on very rare occasions, could result in the electrical joint overheating.

Remedy

The two nuts securing the battery cable either side of the front bulkhead studbox must each be replaced with a prevailing torque nut and the specified torque of 12Nm applied.

Customer notification

The keepers of the affected vehicles will be notified in writing by the Bentley dealers.

Please ensure that all affected vehicles are checked and repaired during the next workshop visit. Make a note of the required recall campaign on the workshop order before it is signed by the customer.

If it is omitted to perform the work required for the recall campaign during a workshop visit, notify the customer about the recall campaign immediately. Use the sample letter from the campaign description as a template.

You should also pass on this information to your new and used car sales departments so that the vehicles affected are checked and, if necessary, repaired immediately.

Warranty accounting instructions

For New Continental series and Flying Spur cars use:

LHD vehicles:

Warranty Type	710 or 790
Labour Operation Code	97 09 49 01
Damage Service Number	RA36
Damage Code	00 99
Time	100 TU
Criteria ID	01

RHD vehicles:

Warranty Type	710 or 790
Labour Operation Code	97 09 49 02
Damage Service Number	RA36
Damage Code	00 99
Time	140 TU
Criteria ID	01

For all other models use:

LHD vehicles:

Warranty Type	710 or 790
Labour Operation Code	97 09 41 99
Damage Service Number	RA36
Damage Code	00 99
Time	100 TU
Criteria ID	01

RHD vehicles:

Warranty Type	710 or 790
Labour Operation Code	97 09 49 99
Damage Service Number	RA36
Damage Code	00 99
Time	140 TU
Criteria ID	01

Genuine parts

Description	Part number	Quantity
Prevailing torque M8 flange nut	N10435508	2

Partsupply

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

Parts despatch control

N/A

Questions and Answers

Q1. What exactly is the problem?

The 12V battery cable has a bolted connection where it passes through the front bulkhead. This connection has been set at an incorrect torque on a small number of vehicles.

Q2. Which vehicles are affected by the fault?

Continental GT/GTC/Flying Spur and new Flying Spur vehicles built between February 2011 and May 2014.

Q3. What is the effect of this condition?

In most instances, the customer is unable to start the engine. However, on very rare occasions, if the battery is significantly discharged, a loose electrical connection can overheat as high current flows from the alternator to the battery.

Q4. What do you intend to do about this?

Bentley Motors Limited, via the Bentley dealer network, intend to provide written notification to owners of affected vehicles, requesting that the vehicle is returned to one of our official dealers for the original nuts to be replaced with prevailing torque nuts and tightened to the correct torque.

Q5. Can I use the vehicle before the recall has been conducted?

If customers notice their battery warning light illuminated or experience any other unusual vehicle behaviour, they should turn the vehicle off and contact their local dealer immediately.

Q6. How long will the repairs take?

The repairs will take approximately two hours and there will be no charge to customers.

Q7. Have there been any deaths or injuries as a result of this issue?

No, there have not been any deaths or injuries.

Repair instructions

Notes

Technical background

The 12V battery cable has a bolted connection where it passes through the front bulkhead. There is a possibility that this connection may be loose on a small number of vehicles. During operation under increased electrical load conditions and ageing of the battery, the connection system could fail. This could result in a vehicle failing to start, or on very rare occasions, could result in the electrical joint overheating.

Check

If the vehicle is not already listed as repaired in the "Repair History" (in ElsaPro), check for the presence of a white paint spot on the engine side bulkhead studbox cover (see Figure 12)

Genuine parts

Description	Part number	Quantity
Prevailing torque M8 flange nut	N10435508	2

Tools

Description	Part number
Counter hold tool – bulkhead studbox	WT10353

Note: Reimbursement for the cost of counter hold tool WT10353 can be made on your first warranty claim

Work

General information

The front bulkhead studbox for the main battery cable is located in the top right corner of the front bulkhead for both left hand and right hand drive cars. It can be located on the engine side in the plenum adjacent to the right hand bonnet hinge (see Figure 12).

Procedure

To avoid compromising the integrity of the seal located between the bulkhead and the studbox housing, a counter hold tool has been produced (part number WT10353). This tool should be used to reduce the reactive movement of the bulkhead studbox assembly when releasing and applying the 12Nm torque to the two securing nuts.

If during the procedure it is found that the bulkhead studbox housing is unserviceable or fails the water test and a replacement is considered necessary then please note that **any consideration for warranty reimbursement in respect to bulkhead studbox housing replacement during this procedure must be discussed with Bentley Product Support**. In each instance a DISSBAID entry will be required to support your request and photographs should be attached to support the decision.

Do not attempt this procedure without disconnecting both batteries

1. Position the right hand front seat fully back and place the windscreen wipers in service position
2. **Disconnect both batteries.** Refer to Batteries– To disconnect and connect Rep.Gr.27
3. Raise the bonnet and remove the plenum cover. Refer to Plenum cover– To remove and fit Rep.Gr.87
4. Remove the cover (1) to access the battery cable securing nut engine side (see Figure 12)
5. **Applicable to LHD cars.** Remove the glovebox assembly. Refer to Glovebox assembly– To remove and fit Rep.Gr.68
6. **Applicable to RHD cars.** Remove the drivers knee roll trim panel and knee roll carrier. Refer to Knee roll assembly–To remove and fit. Rep. Gr.70
7. **Continuation for all cars.** Position counter hold tool WT10353 onto the bulkhead studbox housing engine side using a 3/8 drive extension (see Figure 1)



Figure 1

8. Release, remove and discard the 8mm standard nut securing the battery cable connection. Counter the reactive torque using tool WT10353 to avoid unnecessary movement of the housing relative to the bulkhead (see Figure 2)



Figure 2

9. Check and if necessary remove any oxidation from the battery cable terminal, a fine paint refinishing scuff pad (A) should be used (see Figure 3)



Figure 3

10. Position battery cable terminal and partially fit new prevailing torque M8 flange nut (part number N10435508) onto bulkhead studbox (see Figure 4). Ensure that the power cable terminal is positioned correctly on the studbox and is not partially seated on the housing.



Figure 4

11. Position counter hold tool WT10353 onto the bulkhead studbox housing using a 3/8 drive extension (see Figure 1)
12. Using an 'indate' certified calibrated torque wrench apply 12Nm torque to prevailing torque M8 flange nut engine side. Use the counter hold tool to reduce the tendency of the connector housing to rotate during tightening (see Figure 5)



Figure 5

13. Apply a red paint mark to identify the correct prevailing torque nut and 12Nm torque has been applied (see Figure 6)

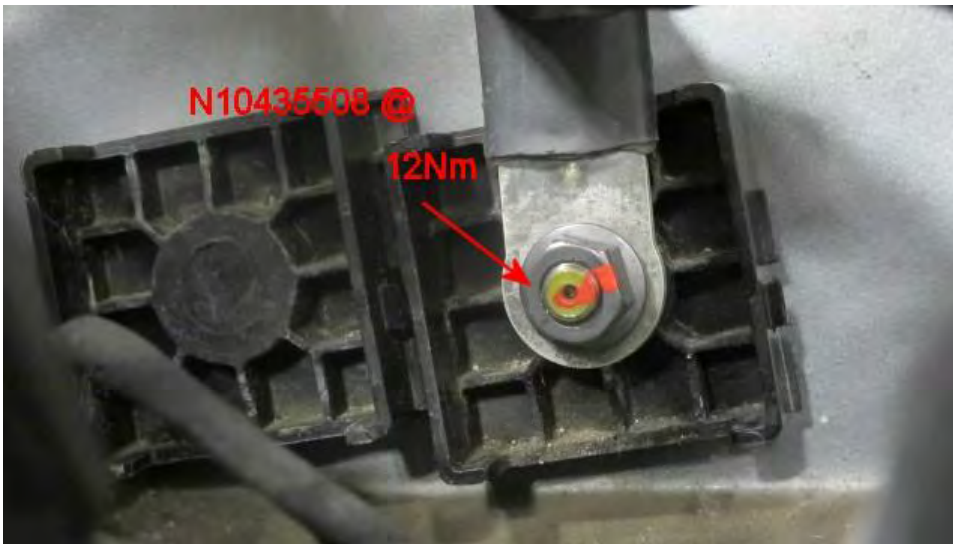


Figure 6

14. Remove the cover (1) to access the battery cable securing nut cabin side (see Figure 7)



Figure 7

15. An assistant is required to operate the counter hold tool on the engine side throughout the cabin side nut replacement procedure (see Figure 8 inset). Release, remove and discard the 8mm standard nut securing the battery cable connection cabin side. Counter the reactive torque using tool WT10353 on the engine side to avoid unnecessary movement of the housing relative to the bulkhead.



Figure 8

16. Partially fit new prevailing torque M8 flange nut (part number N10435508) onto bulkhead studbox cabin side. Ensure that the power cable terminal is positioned correctly on the studbox and is not partially seated on the locking ring.
17. Again using an 'Indate' certified calibrated torque wrench apply 12Nm torque to prevailing torque M8 flange nut, cabin side. Use the counter hold tool on the engine side to reduce the tendency of the connector housing to rotate during tightening (see Figure 9, right hand drive car)

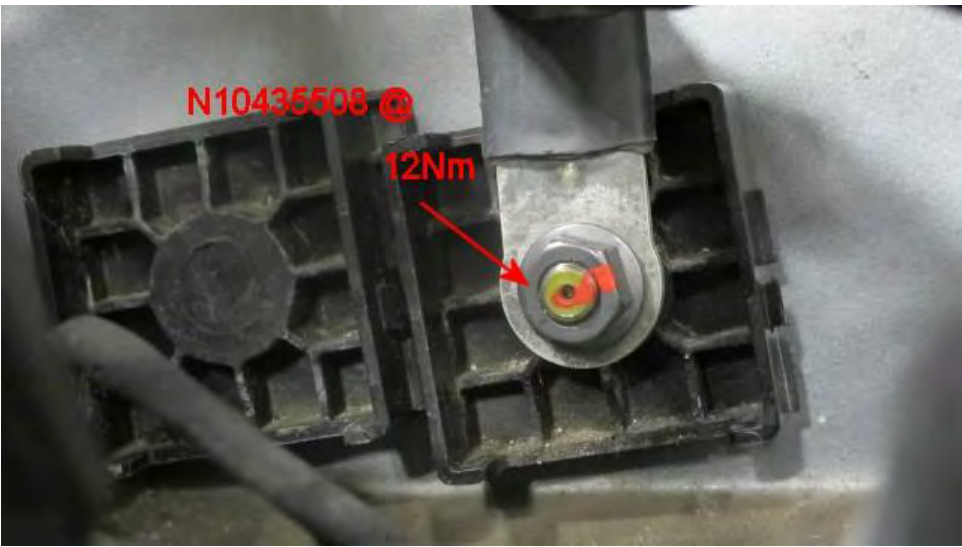


Figure 9

18. Figure 9a shows the torque being applied to the cabin side nut on a left hand drive vehicle

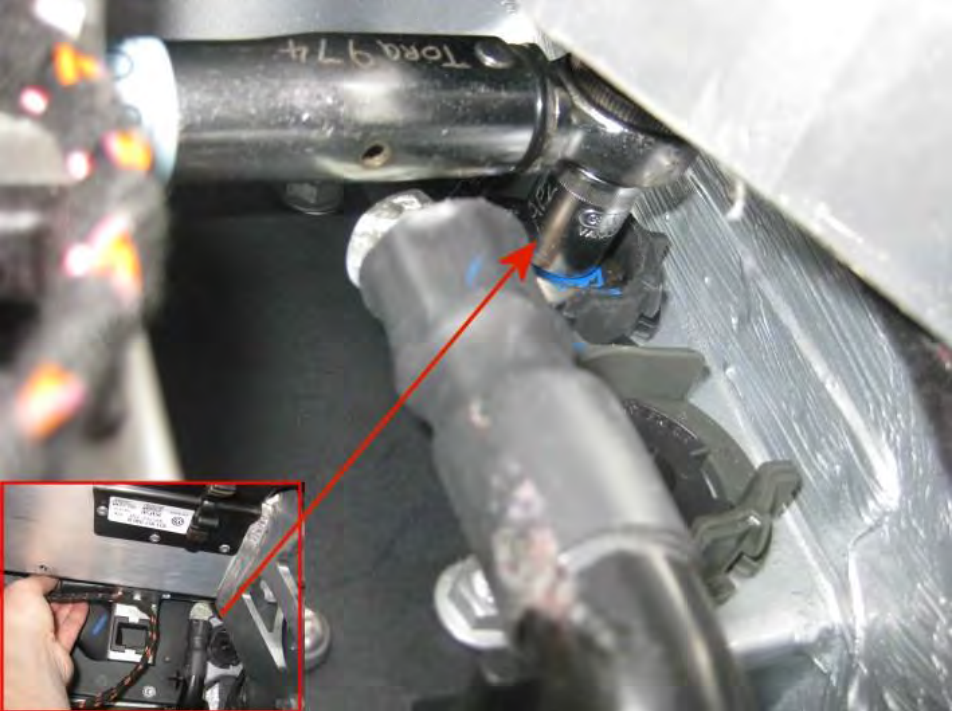


Figure 9a

19. Apply a red paint mark to identify the correct prevailing torque nut and 12Nm torque has been applied (see Figure 10)



Figure 10

20. Refit the nut covers cabin side and engine side

21. Perform a water test to the plenum area. Apply water adjacent to the front windscreen above the bulkhead studbox whilst an assistant checks

for water ingress around the bulkhead studbox inside the cabin (see Figure 11). If the bulkhead studbox housing fails the water test a replacement studbox and seal assembly should be considered. Please note that **any consideration for warranty reimbursement in respect to bulkhead studbox housing replacement during this procedure must be discussed with Bentley Product Support**. In each instance a DISSBAID entry will be required to support your request and photographs should be attached to support the decision.



Figure 11

22. Apply a white campaign completion mark to the stud cover engine side (see Figure 12)
23. Refit the removed interior trim
24. Refit the plenum cover and associated parts
25. Reconnect both batteries
26. Take windscreen wiper system out of service position
27. Re-initiate systems affected by battery disconnection to include electric window lifts and where necessary steering angle sensor
28. Use Bentley diagnostic tool to clear any diagnostic trouble codes (DTCs) generated by performing the campaign

Identification

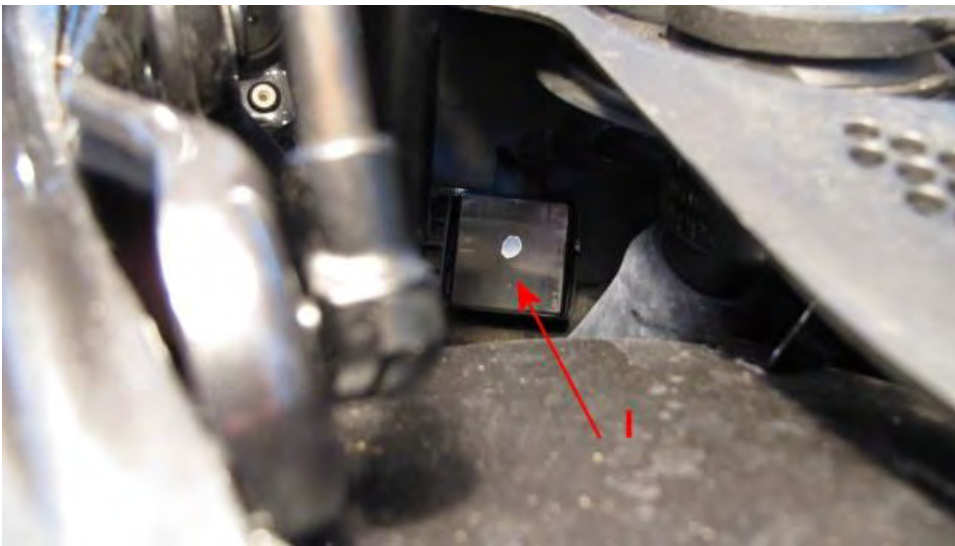


Figure 12

On completion apply a white campaign completion mark to the stud cover engine side (see Figure 12)