

Field campaign

Topic	Power Assisted Steering - Pipe Union - Incorrect Dimensions (RE19/27)
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2057135/1
Campaign number	RB41
Note	
Type	Recall Campaign
US code	

Vehicle data

Supersport - Supersport Convertible - Continental 24

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3935AB	2017	E		*	*	*
3935AB	2018	E		*	*	*
3945AB	2017	E		*	*	*
3945AB	2018	E		*	*	*

Documents

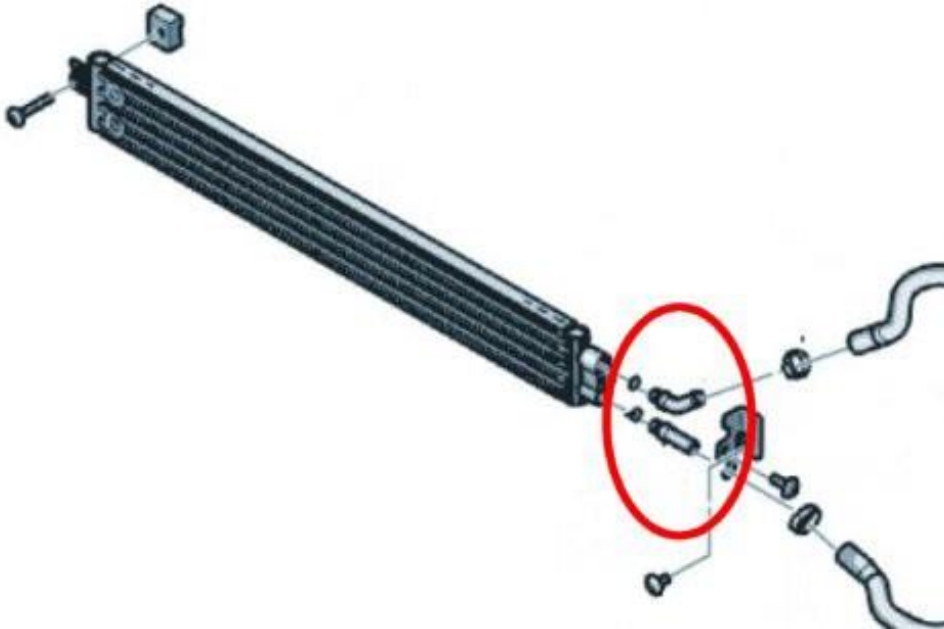
Document name
master.xml

Notes

- [Repair instructions](#)

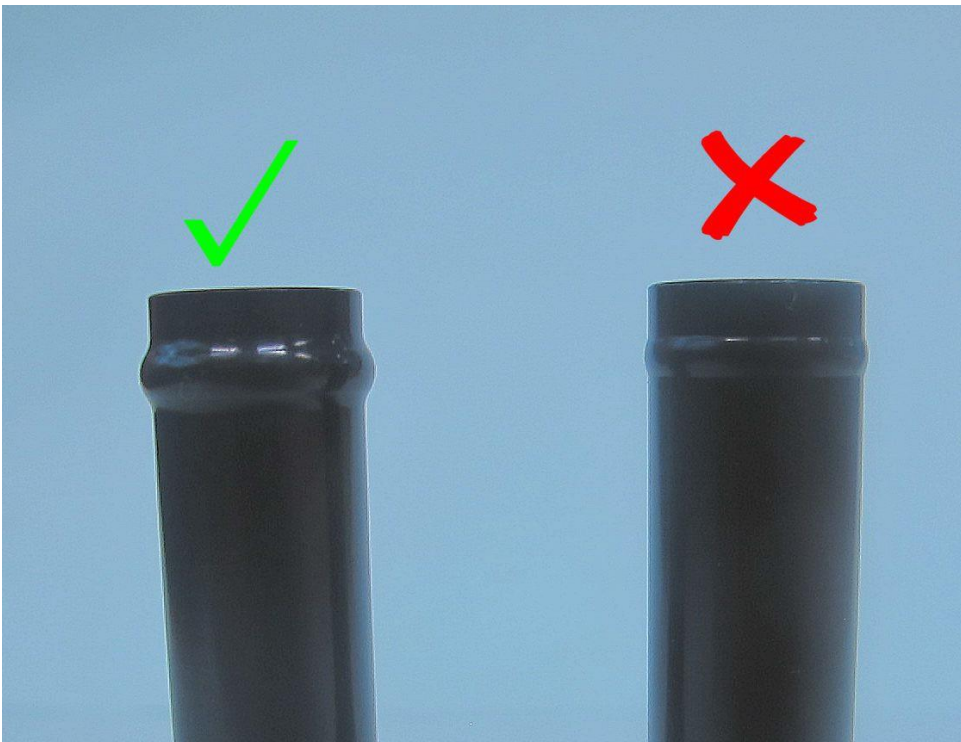
Technical background

Two Power Assisted Steering (PAS) cooler stub pipes have been manufactured incorrectly. The fitting shape and dimension may not provide a robust mechanical seal, the associated hoses could therefore leak PAS fluid.



Remedy

PAS cooler stub pipes with correct fitting shape and dimensions to be installed.



Customer notification

Keepers of affected vehicles will be notified in writing by the Bentley retailer.

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, the customer should be notified immediately.

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

repaired immediately.

Warranty accounting instructions

Warranty Type	710 or 790
Labour Operation Code	48924100 (Use 48924199 until 06/02/2020)
Damage Service Number	RB 41
Damage Code	00 99
Time	120 Time units
Criteria ID	01

Genuine parts

Genuine replacement parts should be ordered from Bentley Motors Limited, Crewe or through your regional Bentley parts distribution centre.

Parts supply

Part Number	Description	Quantity
3W0.422.890	Pipe Union - Lower	1
3W0.422.890A	Pipe Union - Upper	1
N102.018.01	Clamp	2
N907.371.05	Oval hexagon socket head - screw	1

Parts despatch control

Questions and answers

What is the specific issue with the affected vehicles?

During manufacture at the supplier, an error was made which resulted in the stub pipes having a reduced swage diameter. As a consequence, it is possible for the PAS cooler hose to become detached from the stub pipe.

Why are new stub pipes required?

The new stub pipes will have a dimensionally correct swage. This ensures the PAS hoses are secured correctly to the power steering cooler stub pipes.

What repercussions does the fault have?

Should the PAS hose detach, the vehicle will lose the hydraulic steering fluid, which could result in the loss of steering control. The hydraulic steering fluid leak increases the risk of a vehicle fire and of an accident to following traffic. No customer accidents have been reported relating to this issue.

Which vehicles are affected?

Bentley Continental Supersports, Continental Supersports Convertible and Continental 24 models built between October 2016 and January 2018.

Are all models affected by the fault?

No, this campaign only affects second generation Supersports, Supersports Convertible and Continental 24 vehicles with 710PS W12 engines.

Can customers continue to drive the cars?

We encourage customers to arrange an appointment with their retailer as soon as possible.

What is the fix?

Bentley authorised retailers will replace the incorrect stub pipes with dimensionally correct parts. This will take approximately one hour.

Do I have to make an appointment?

Yes that's important. Please contact your retailer immediately.

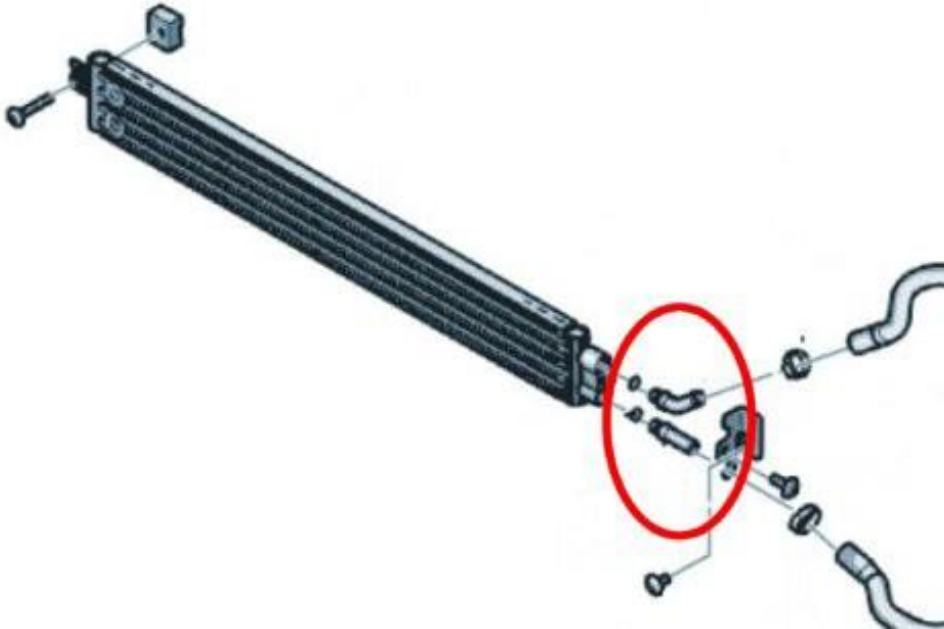
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robust mechanical seal, the associated hoses could therefore leak PAS fluid.



Check

If the vehicle is not already listed as repaired in the "Repair history" (ElsaPro) check for the presence of a red Campaign completion mark to the forward edge of the intake manifold, see the *Identification* section of this document – Figure 4.

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Work

Remove the radiator shell – refer to – *Repair Group 66 – Exterior equipment – Radiator shell – Radiator shell – To remove and fit.*

Remove the PAS fluid cooler – refer to – *Repair Group 48 – Steering – Power steering cooler - To remove and fit.*

Remove and discard the socket head screw "A" (N907.371.05) from the PAS fluid cooler, remove securing bracket "B", note the position and orientation of the retaining bracket and stub pipes prior to removal – figure 1.

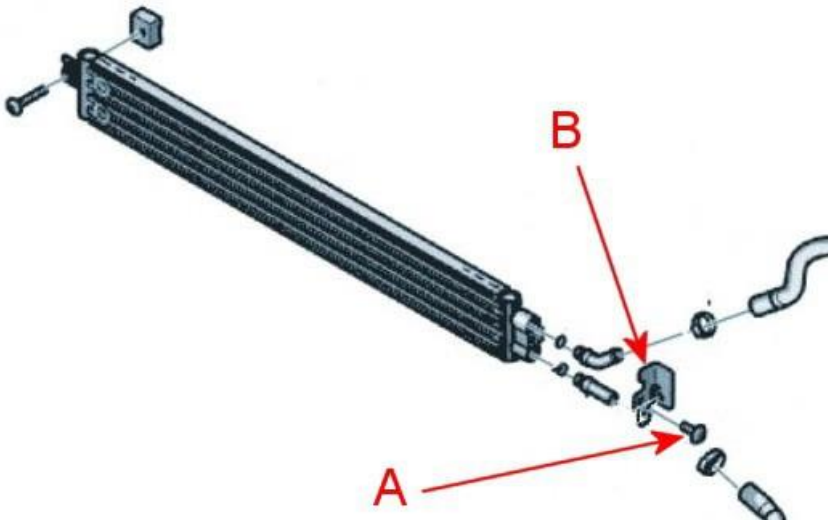


Figure 1

Remove and discard the two PAS cooler stub pipes, the stub pipes should be withdrawn from the PAS cooler body – figure 2.

Note – Take care not to damage the cooler matrix.

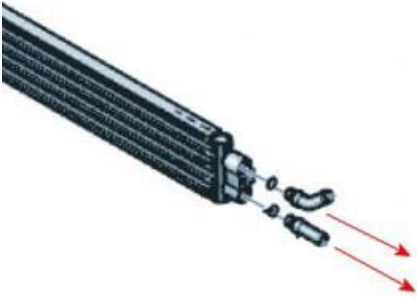


Figure 2

Noting the original stub pipe position and orientation fit new PAS fluid cooler stub pipes 3W0.422.890 – Pipe union lower and 3W0.422.890A – Pipe union upper, lubricate the o-rings fitted to the stub pipes with new Pentosin hydraulic fluid (Pentosin CHF 11S) when fitting – figure 3



Figure 3

Refit the retaining bracket “B” to the PAS fluid cooler using new socket head screw “A” (N907.371.05) (5 Nm) – figure 1.

Refit the PAS cooler – refer to – *Repair Group 48 – Steering – Power steering cooler - To remove and fit* **IMPORTANT: Please also refer to the onward manual PAS bleed instructions**



Caution

The PAS pump must never be run dry or with a hydraulic oil reservoir below the minimum level. The power steering pump will be permanently damaged should the engine be run with low or no hydraulic oil in the PAS system

To bleed manually

- 1) Raise the vehicle until the front wheels are off the ground – Refer to “Raising the Vehicle”
- 2) With the engine switched off, turn the steering wheel from lock to lock
- 3) Check the hydraulic oil level and top-up if necessary – Refer to Power steering oil level – To check
- 4) Repeat operations 2 and 3 until the oil level in the reservoir does not change
- 5) Lower the vehicle
- 6) Turn the engine over briefly and check the hydraulic oil level and top up as necessary – Repeat until the oil level in the reservoir does not change
- 7) Start the engine and turn the steering wheel from lock to lock 10 times
- 8) Check the hydraulic oil level and top up if necessary – Refer to Power steering oil level – To check

NOTE: Any remaining air in the power steering system will dissipate when driving over the next 10 to 20 km

Identification

Red Campaign completion mark to the forward edge of the intake manifold – figure 4.



Figure 4

▪ [Repair instructions](#) ▪ [Notes](#)