

Field campaign

Topic	New Continental GT - Sunroof glass replacement - New Flying Spur - Sunroof assembly replacement
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2059318/1
Campaign number	TEST
Note	
Type	
US code	

Vehicle data

New Continental GT and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2020	E		*	*	*
ZG2*	2020	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	CB2	ZG	7	L	C	077683	077683		
SCB	BS5	3S	3	L	C	077822	077822		
SCB	BS5	3S	1	L	C	078029	078029		
SCB	CB2	ZG	X	L	C	078049	078049		
SCB	CS1	3S	2	L	C	079509	079509		
SCB	CA1	ZG	2	L	C	079564	079564		
SCB	CS1	3S	0	L	C	079718	079718		
SCB	CB2	ZG	1	L	C	079767	079767		
SCB	CS1	3S	7	L	C	079781	079781		

Documents

Document name
master.xml

Notes

□ [Repair instructions](#)

Technical background

The adhesive used to install the sunroof glass or sunroof assembly (depending on model type) at the time of production on a very small number of cars was specified incorrectly

Remedy

Replacement of the sunroof is required in conjunction with the correct specification adhesive

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 at the nearest opportunity, make a note of the required Campaign on the workshop order before it is signed by the customer.

If it is omitted to perform the work required 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

New Continental GT

Warranty Type - 710 or 790

Damage Service Number - EB**

Damage Code - 00 66

Criteria ID - 01

Labour

Sunroof glass removed and reinstalled

Labour Operation Code - 60 41 19 00

Time - 350 TU

Glass panel replaced

Labour Operation Code - 60 41 55 50

Time - 20 TU

Driver assist camera adjusted

Labour Operation Code - 60 41 55 50

Time - 120 TU

New Flying Spur

Warranty Type - 710 or 790

Damage Service Number - EB**

Damage Code - 00 66

Criteria ID - 01

Labour

Replace sunroof assembly

Labour Operation Code - 60 28 55 00

Time - 1150 TU

Driver assist camera adjusted

Labour Operation Code - 60 41 55 50

Time - 120 TU

Genuine parts

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

Parts supply

New Continental GT

Description	Part Number	Quantity
Sunroof glass	3SD 817 113	1

New Flying Spur

□

Retailers **MUST** raise a PCMS to order and arrange the special supply/delivery of the sunroof assembly to the vehicle.

The Retailer **MUST** confirm when the vehicle will be in the workshop to allow the parts to be delivered at the required time

Description	Part Number	Quantity
Sunroof assembly	3SE 877 041B	1
Rain/light sensor	Refer to ETKA	As required
Gel foil for rain sensor	Refer to ETKA	As required
Drive assist camera - Silicone pad	Refer to ETKA	As required

Parts despatch control

Not applicable

Questions and answers

1) What is the specific issue with the affected vehicles?

The small number of affected vehicles may have an adhesive bond between the sunroof and the vehicle body, which does not meet the specification. This has occurred because an incorrect rework procedure was used during vehicle Production.

2) What repercussions does the fault have?

Although we have not seen any customer cars affected, it is possible that the sunroof glass could become completely detached from the vehicle body on Continental GT vehicles, or the sunroof assembly could become completely detached from the vehicle body on Flying Spur vehicles. Should this occur on either vehicle, there would be a risk of a crash to following traffic or injury to other road users.

3) Which vehicles are affected?

A very small number of specific cars are affected, seven Bentley Continental GT models and two Flying Spur models, built between October 2019 and February 2020.

4) Can customers continue to drive the cars?

We encourage customers to arrange an appointment with their retailer as soon as possible. We strongly recommend that, until this recall action has been carried out, the vehicle be driven at moderate speeds and high speeds avoided.

5) What is the fix?

The sunroof glass (Continental GT) or sunroof frame (Flying Spur) will be fixed to the vehicle using the approved bonding products and procedure. This procedure will be carried out free of charge and will take approximately 4hrs for Continental GT and 12hrs for Flying Spur.

6) Do I have to make an appointment?

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

Repair instructions

□ **Notes**

Technical background

The adhesive used to install the sunroof glass or sunroof assembly (depending on model type) at the time of production on a very small number of cars was specified incorrectly

Check

If the vehicle is not already listed as repaired in 'Repair history' (in Elsa Pro) or the campaign completion mark has not been applied (Figure 1), please carry out the required work in accordance with these instructions

Genuine parts

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

Tools

Bentley recommended screen removal kit VAG 1474/B

Work

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VERY IMPORTANT NOTE: The operative MUST follow all instructions within the Repair Manual when replacing the sunroof glass and sunroof assembly (depending on model type)

Please ensure that you have the following products (quoted within the repair manual) before conducting the process within the Work section

- Sika Adhesive -250DP2-
- Sika Primer -209-D-
- Sika cleaner -H1-
- NOTE: These products MUST be sourced locally

□
CAUTION: The Operative MUST ensure that all paintwork and trim assemblies are suitably protected when conducting the sunroof glass or sunroof assembly replacement (depending on model type) as Warranty payments will not be considered under any circumstances for any paint or trim damage

New Continental GT

- 1) Replace the sunroof glass – Refer to Rep.Gr 60
- 2) Place a white paint completion mark on the left hand bonnet latch striker (Figure 1)

New Flying Spur

- 1) Replace the sunroof assembly – Refer to Rep.Gr 60 and all other related repair manual procedures

Including

- The rain/light sensor (if replacement is required) - Rep.Gr 92 for clarification
 - Camera for driver assist systems – To remove and fit - Rep.Gr 44
- 2) Calibrate the Camera for driver assist systems. Refer to "Calibrating front camera for driver assist systems".
 - 3) Place a white paint completion mark on the left hand bonnet latch striker (Figure 1)

Identification

White paint identification mark as shown in Figure 1



Figure 1

