

Field campaign

Topic	GTC hood ram – cover deletion (SC14/13)
Market area	United Kingdom E01 Bentley UK (6E01), Germany E02 Bentley rest Europe (6E02), United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2037493/3
Campaign number	EA13
Note	
Type	Service campaign
US code	

Vehicle data

New GTC

Sales types

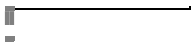
Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
394*	2015	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	GE2	3W	7	F	C	041585	041585		
SCB	GE2	3W	9	F	C	041717	041717		
SCB	GN2	3W	1	F	C	041761	041761		
SCB	GE2	3W	7	F	C	041800	041800		
SCB	GN2	3W	0	F	C	041816	041816		
SCB	GE2	3W	6	F	C	041819	041819		
SCB	GE2	3W	8	F	C	041837	041837		
SCB	GE2	3W	7	F	C	041635	041635		
SCB	GE2	3W	1	F	C	041632	041632		
SCB	GE2	3W	4	F	C	041883	041883		
SCB	GU3	ZA	2	F	C	041580	041580		
SCB	GH3	ZA	3	F	C	041592	041592		
SCB	GH3	ZA	9	F	C	041600	041600		
SCB	GH3	ZA	X	F	C	041606	041606		
SCB	GH3	ZA	3	F	C	041611	041611		
SCB	GU3	ZA	8	F	C	041616	041616		
SCB	GU3	ZA	5	F	C	041637	041637		
SCB	GH3	ZA	9	F	C	041645	041645		
SCB	GH3	ZA	3	F	C	041656	041656		
SCB	GH3	ZA	6	F	C	041666	041666		
SCB	GH3	ZA	1	F	C	041669	041669		
SCB	GH3	ZA	7	F	C	041708	041708		
SCB	GH3	ZA	0	F	C	041727	041727		
SCB	GT3	ZA	6	F	C	041732	041732		
SCB	GH3	ZA	5	F	C	041741	041741		
SCB	GU3	ZA	8	F	C	041745	041745		
SCB	GH3	ZA	3	F	C	041754	041754		
SCB	GU3	ZA	X	F	C	041763	041763		
SCB	GH3	ZA	8	F	C	041863	041863		
SCB	GH3	ZA	8	F	C	042334	042334		

Documents

Document name
master.xml
attachment1.gif



Notes

[Repair instructions](#)

Technical background

A recently introduced cover fitted to the tonneau ram may clash with the hood mechanism and potentially cause the system to malfunction. Initial investigations have determined that this cover has to be removed until the cause of the clash is understood. Therefore the 8 cars currently fitted with this part should have the following operation performed before delivery to customer

Remedy

Remove the plastic cover from both rams then over tape the ends of the ram with protective tape

Customer notification

Please ensure that all affected vehicles are checked and repaired before delivery to customers. Please ensure that affected vehicles which have already been hand over are checked and repaired during the next service visit.

You should also inform your new car sales department so that the vehicles affected can be checked and repaired immediately (and not just before sale)

Warranty accounting instructions

Warranty Type	710 or 790
Labour Operation Code	61 88 49 00
Damage Service Number	EA13
Damage Code	00 66
Time	20 time units
Criteria ID	01

Genuine parts

Anti-creak tape supplied by Crewe to specific dealers

Parts supply

Sufficient parts to perform the above repair will be sent, via courier, to the specific dealers in receipt of the affected cars

Parts despatch control

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Repair instructions

[Notes](#)

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Check

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Genuine parts

Anti-creak tape supplied by Crewe to specific dealers

Work

The following should be noted before the procedures are carried out:

□

Warning: There is no anti-trap feature fitted to the linkage flaps, front header panel, tension bow or tonneau cover. Ensure all persons are clear of the mechanism, and there are no obstructions in the vicinity during the operation of the roof.

□

Caution: To avoid a clash of panels it is important that the luggage compartment and tonneau cover assembly are not opened at the same time. One of these must be fully closed at all times

□

Note: To carry out the following procedures, the power operated roof assembly will have to be positioned partially open in a

transient state. With the ignition on any transient roof position will only be maintained for 10 minutes after which a warning will sound prior to the roof assembly gradually folding down as the hydraulic pressure decays. Therefore to enable the following operations to be carried out the roof should be secured using 2 ratchet straps linked together (part number T10038)

Caution: Whenever air tools are employed or compressed air is used to remove debris it is imperative that the air is clean and dry and does not contain any lubricants. The exhaust from an air tool supplied with lubricated air is likely to stain the hood

The following procedure describes the operation being carried out on the left hand side of the roof assembly. The same operation must be carried out on the right hand side

1. With the ignition on, use the power operated roof open and close buttons to position the roof partially open, so the tonneau cover over centre arms are locked. It is recommended that the roof position is maintained primarily with the ignition still on, and secured using a pair of tensioning straps (T10038) linked together.

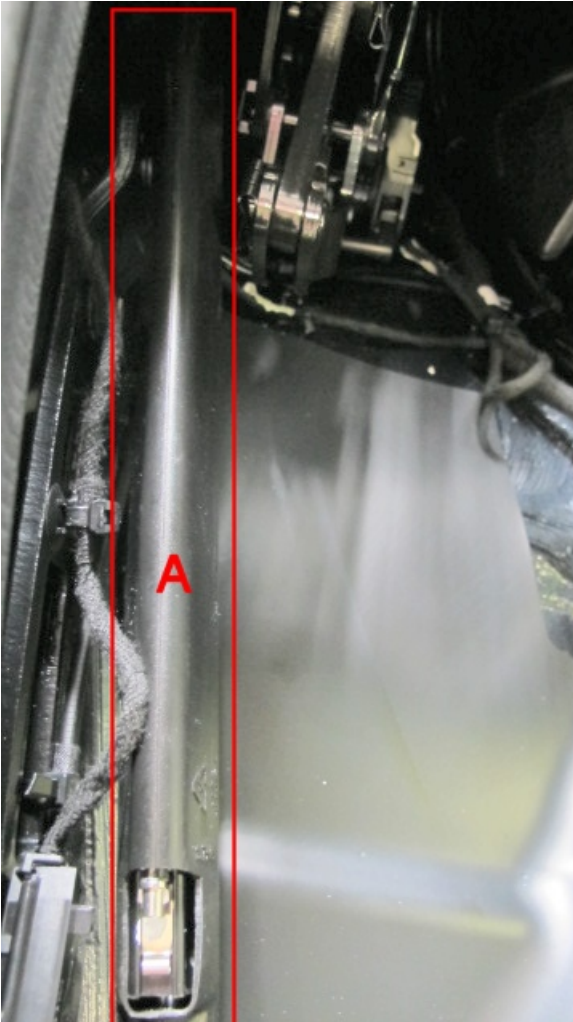


Figure 2

2. Identify the plastic cover 'A' fitted to the tonneau ram (see Figure 2)

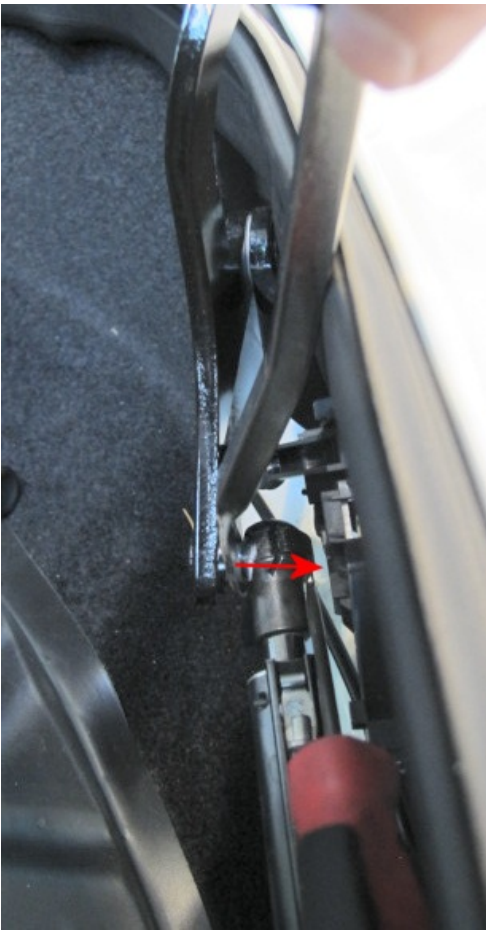


Figure 3

3. Partially release the ram ball end retaining clip before releasing the ram from the ball end pin (see Figure 2)



Figure 4

4. Lift the ram and slide off plastic cover 'A', discard cover. (see Figure 4)



5. Release the other end of the ram from the ball pin (see Figure 5)

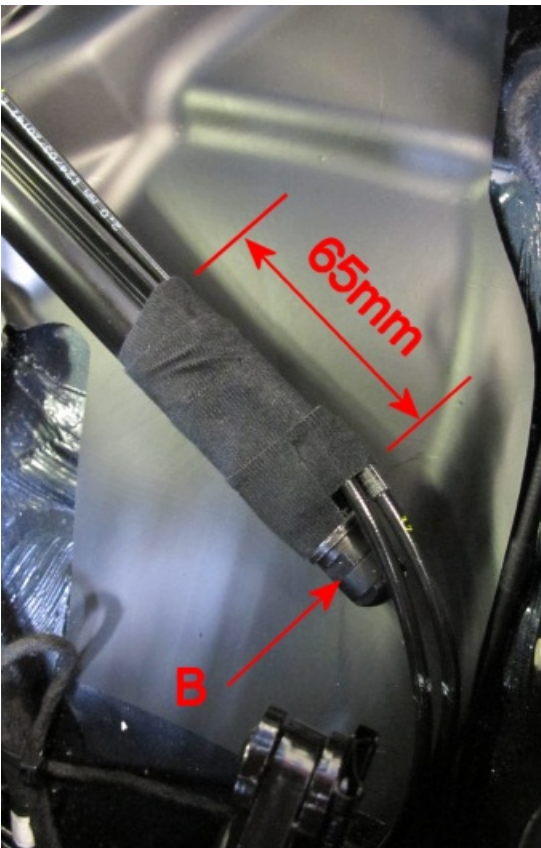
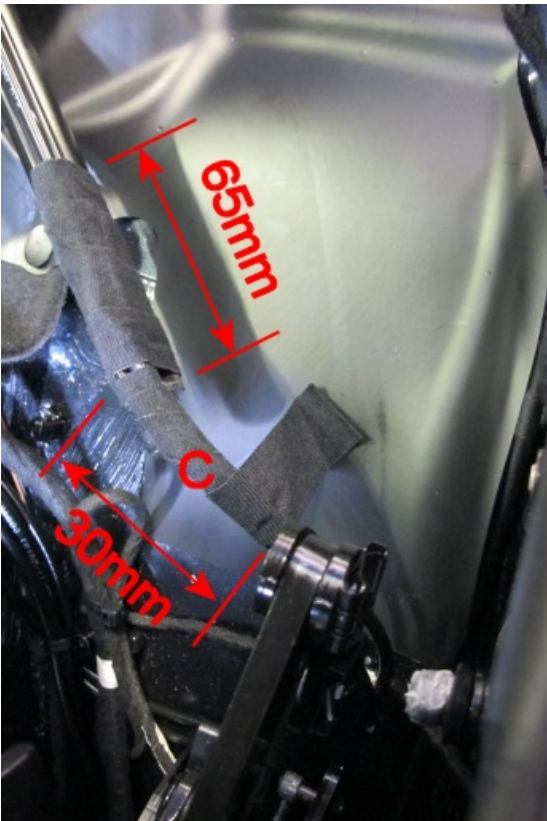


Figure 6

6. Apply anti-creak tape to the ram, enclosing the two hoses and tape up to but not over the ball pin receiver 'B', approximately 65mm of the ram (see Figure 6).



7. Apply a second layer of tape over the two hose as they exit the end of the ram approximately 30mm of hose should be covered (see Figure 7)
8. Refit the ram pushing each end onto its respective ball pin

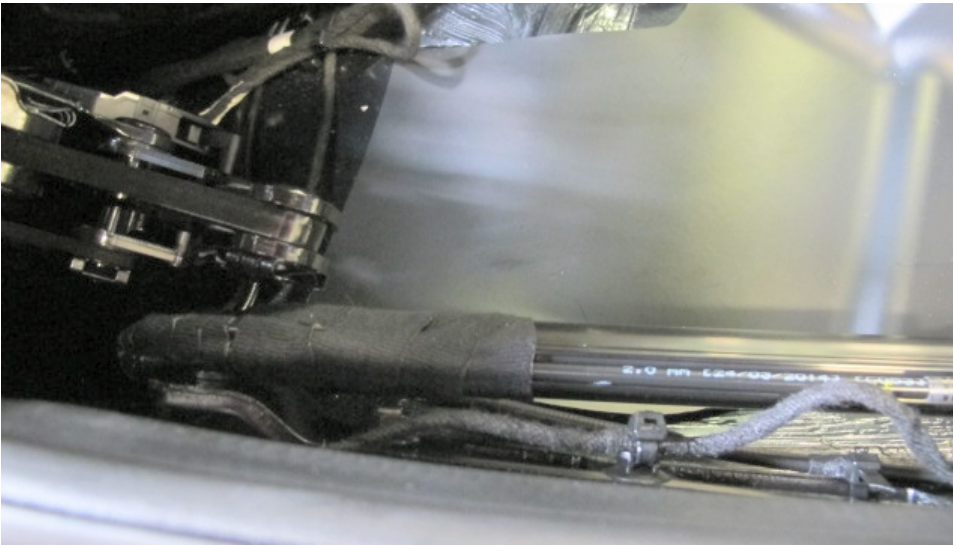


Figure 8 shows the completed taping exercise

Identification

Both rams fitted with ant-creak tape will serve to identify the Campaign is complete