

## Technical product information

<b>Topic</b>	W12 GT - Rear armrest side panels adrift
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2040071/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Seats, benchseat, armrests, 2nd row -> Centre armrest, 2nd row	component / consumables -> loose	

### New workshop code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Seats, benchseat, armrests, 2nd row -> Centre armrest, 2nd row	dimensional accuracy -> incorrect flushness	
Body fixtures and fittings -> Seats, benchseat, armrests, 2nd row -> Centre armrest, 2nd row -> Centre armrest padding, 2nd row	component / consumables -> deformed	

## Vehicle data

### W12 Continental GT

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39311*	2012	E		*	*	*
39311*	2013	E		*	*	*
39311*	2014	E		*	*	*
39311*	2015	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	*	C	069713	097155		
SCB	***	**	*	*	C	040000	048492		

## Documents

Document name
<a href="#">master.xml</a>

## Customer statement / workshop findings

Rear armrest side trim panel dislodged / Rear armrest hide damage clash with ski hatch

## Technical background

1. A discrepancy in material specification affecting the compliance of the retaining parts may result in the armrest side trim becoming partially detached (see Figure 1)
2. A clash issue has also been identified between the ski hatch and the rear armrest side trim that can result in trim damage. A modification to the substrate will avoid this clash. This modification is included in this TPI

## Production change

Substrate material specification corrected. Substrate corner removed

## Measure

In the event that one or both the centre rear armrest side trims become unclipped (see Figure 1) and or trim damage has occurred in the top corner of the ski hatch (see Figure 1a) then the following modifications should be carried out.



Figure 1



Figure 1a

1. Remove the two rear centre armrest side trims
  - Remove both rear seat cushions. Reference workshop manual Rep.Gr.72
  - Remove both rear seat squabs. Reference workshop manual Rep.Gr.72
  - Unclip and remove the two rear centre armrest side trims, 1 and 2 figure 2
2. With the two rear armrest side trims removed the substrate of each part has to be modified as shown in Figure 2

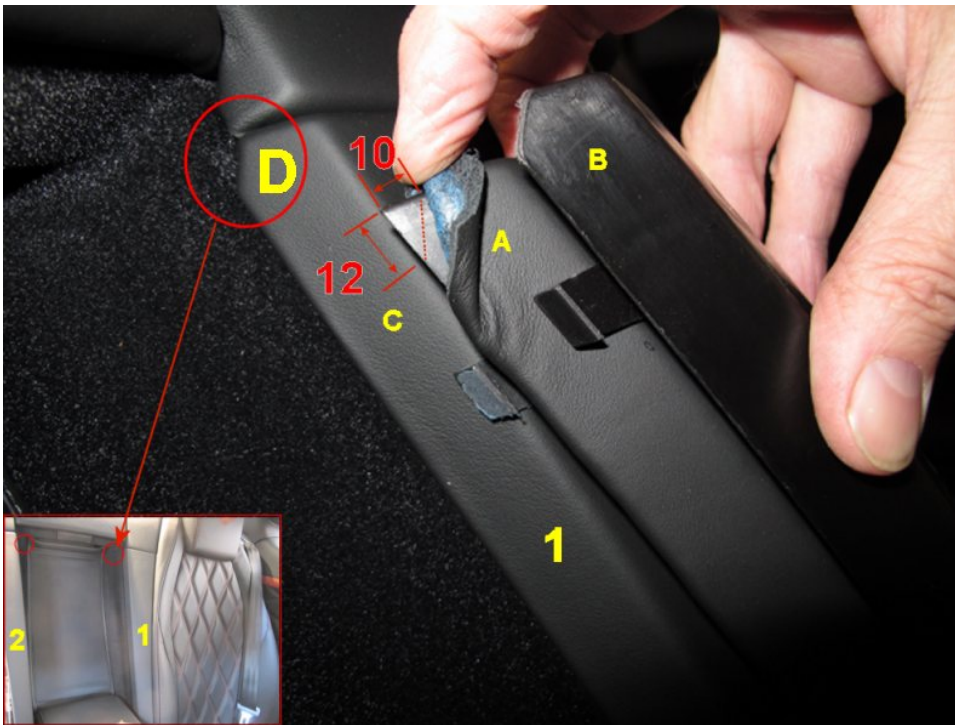


Figure 2

3. Figure 2 shows the modified side trim (1) refitted after the corner (D) has been removed and retrimmed. The two other examples in Figure 2 show each stage of the modification.
  - With the side trim off the car peel back the leather covering the top corner as shown on item A
  - Cut the corner off the substrate across a line produced by the 10mm and 12mm measurements
  - B shows the corner removed
  - Finally pull the original leather over the new cut corner and secure to the substrate with contact adhesive
4. Refit both modified rear armrest side trims

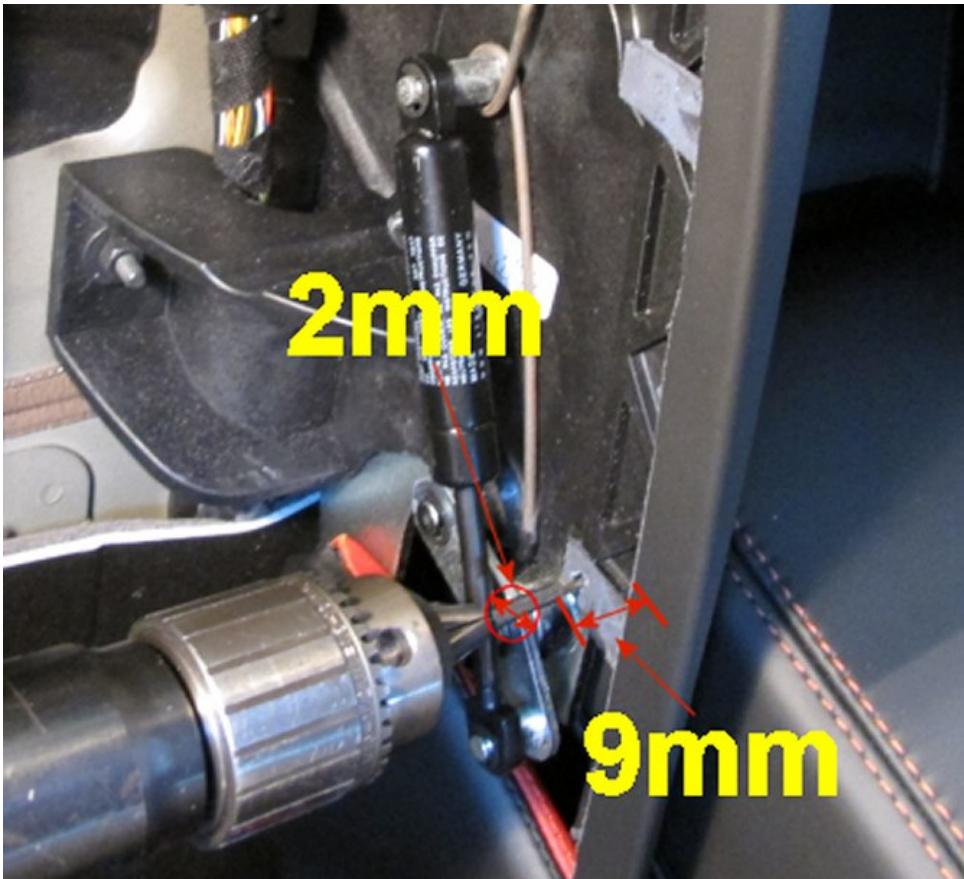


Figure 3

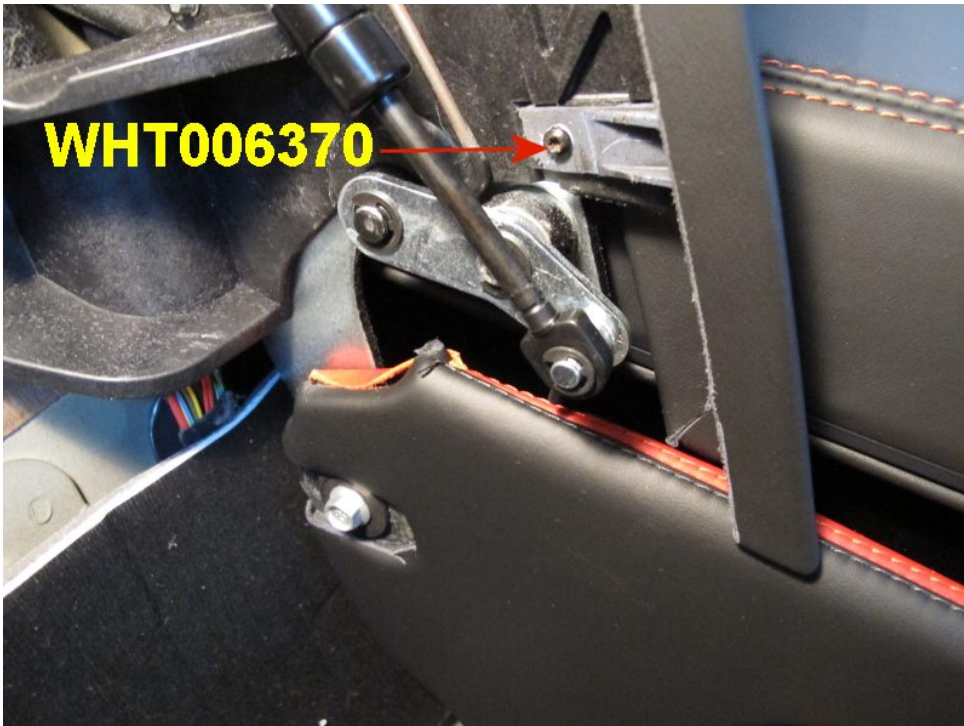


Figure 4

5. With the modified side trims fitted secure each with one additional screw
  - Drill a hole through the lower securing clip and into the ski hatch aperture surround. The hole should be 2mm diameter and no more than 9mm deep in total, do not exceed this depth (see Figure 3)
  - Secure the lower clip with a single screw through this 2mm hole (part number WHT006370) (see Figure 4)
  - Perform this operation on both the left and right rear centre armrest side trims
6. Refit both rear seat squab
7. Refit both rear seat cushions

### Warranty accounting instructions

Warranty Type            110 or 910

Labour Operation Code 72 20 50 31

Damage Service Number 72 20

Damage Code 00 12

Location 003 (centre)

Time 100 TU

### Parts information

Part number	Description	Quantity
WHT006370	Self tapping screw	2