

## Technical product information

<b>Topic</b>	Gear knob loose
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2042334/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
Drivetrain -> Operation, shift and power flow control -> Gear shift lever knob -> Gear shift lever trim sleeve	component / consumables -> loose	

### New workshop code

Object of complaint	Complaint type	Position
Drivetrain -> Operation, shift and power flow control -> Gear shift lever knob -> Gear shift lever trim sleeve	component / consumables -> loose	

## Vehicle data

### New Continental and Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39**	2012	E		*	*	*
39**	2013	E		*	*	*
39**	2014	E		*	*	*
39**	2015	E		*	*	*
39**	2016	E		*	*	*
39349B	2015	E		*	*	*
4W21*	2014	E		*	*	*
4W21*	2015	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	***	**	*	*	*	069713	097155		
SCB	***	**	*	*	*	040000	054775		

## Documents

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

## Customer statement / workshop findings

Gearstick knob trimmed cap &/ or gearstick knob trimmed body feels loose or is easily pulled apart from the gear lever assembly

## Technical background

The adhesive used to assemble the gearstick knob trimmed parts may not have been applied correctly

## Production change

Revised build process – adhesive specification change

## Measure

In the event of a qualified complaint, "gearstick knob trim loose or pulled apart" then re-assemble part using the following process

1. Remove gearstick knob from selector reference Rep.Gr.37 Gearstick knob and shroud – To remove and fit



Figure 1

2. Separate the three trimmed sections. Use of a nylon wedge is recommended to avoid damage to the trim (see Figure 1)
3. Remove original glue residue from each part

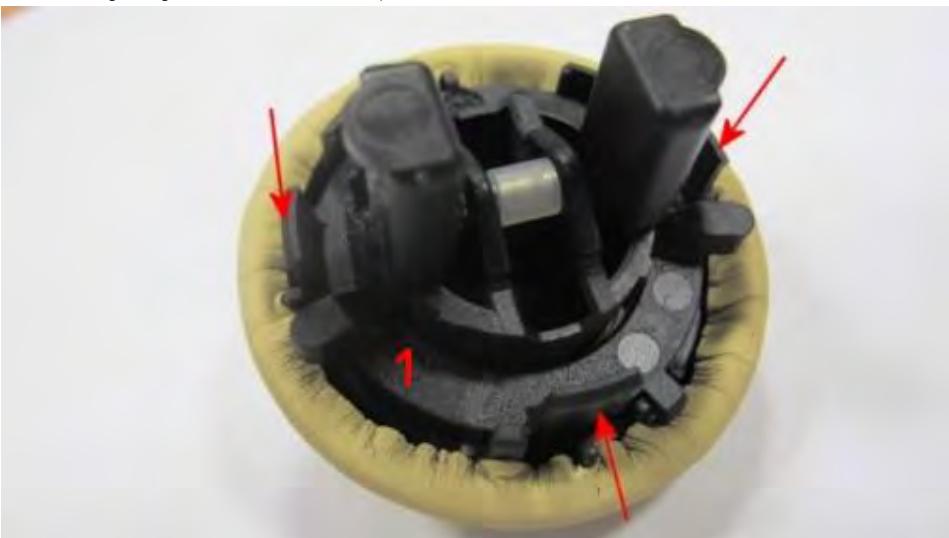


Figure 2

4. Apply adhesive, Loctite Hysol® 9464™ (source locally), to the clips (arrows) on the button holder (1) (see Figure 2)

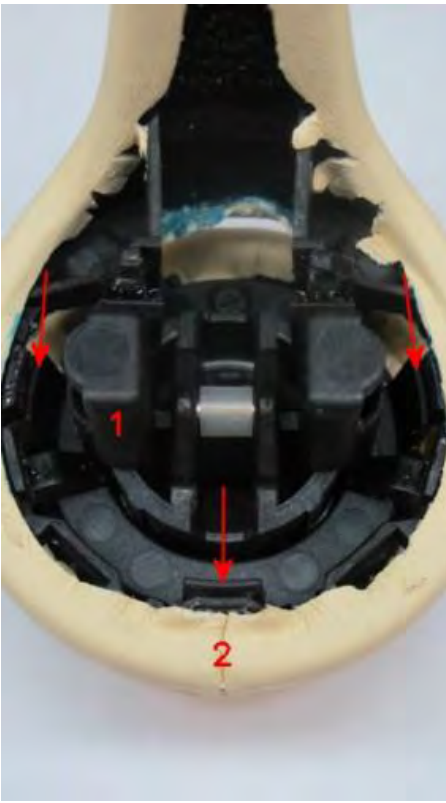


Figure 3

5. Immediately insert the buttonholder (1) into the intermediate section (2) pushing the two parts together, correct engagement indicated by audible click (see Figure3)

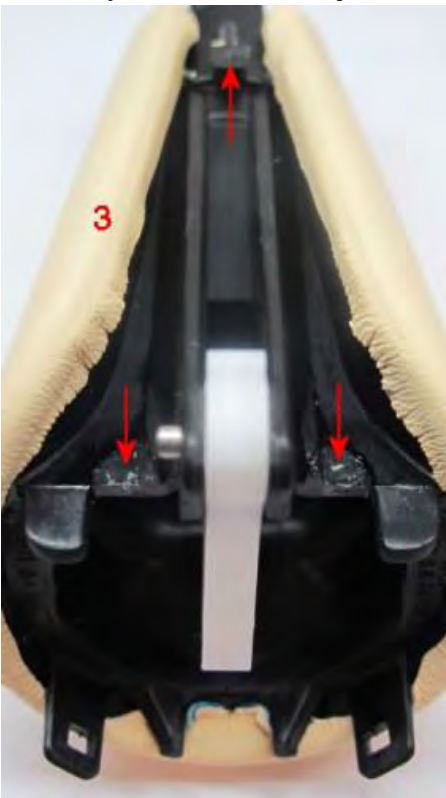


Figure 4

6. Apply adhesive, Loctite9464 (source locally), to the clips (arrows) on the main body (3) (see Figure4)

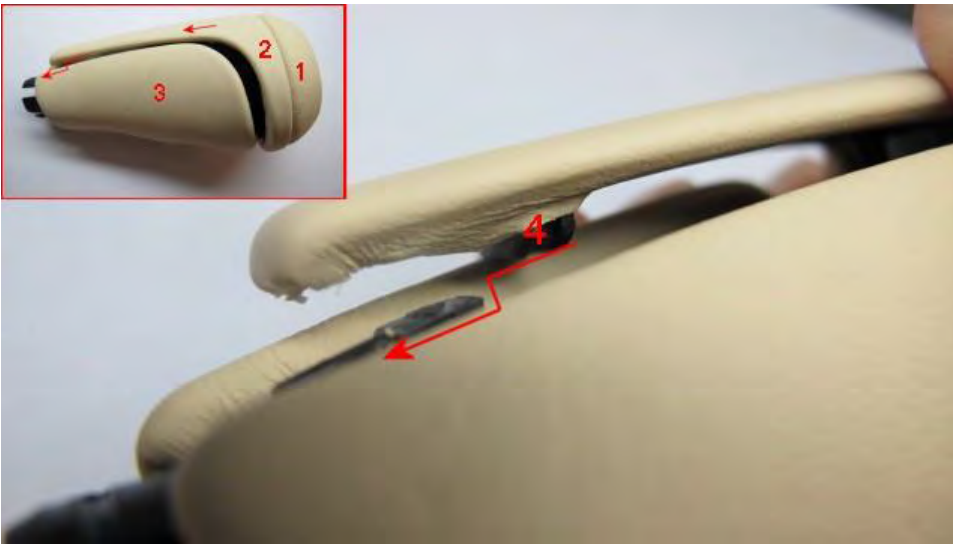


Figure 5

7. Immediately insert the top assembly (1 and 2) into the main body section (3) pushing the two parts together ensuring hook 4 engages with clip, correct engagement indicated by audible click (see Figure 5)
8. Sufficient time should have elapsed before the gearstick knob is used. Hysol® 9464™ will achieve handling strength in 3 to 4 hours at room temperature

### Warranty accounting instructions

Warranty Type 110 or 910  
 Labour Operation Code 37044199  
 Damage Service Number 3704  
 Damage Code 0018  
 Time 20 TU

### Parts information

Description	Part number	
Adhesive	Loctite Hysol® 9464™	Source locally