

Field campaign

Topic	V8T & W12 Incorrect warning label fitted (SC12/12)
Market area	Russische Föderation (5RU), Russian Federation 935 Volkswagen Group RUS (6935), United Kingdom E01 Bentley UK (6E01), Germany E02 Bentley rest Europe (6E02), Australia E04 Bentley rest Asia and Australia (6E04), United States E05 Bentley USA and rest America (6E05), United Arab Emirates E06 Bentley Middle East and Africa (6E06)
Brand	Bentley
Transaction No.	2030735/1
Campaign number	E772
Note	
Type	
US code	

Vehicle data

Continental Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
393*	2012	E		*	*	*
393*	2013	E		*	*	*
394*	2012	E		*	*	*
394*	2013	E		*	*	*
3W2*	2012	E		*	*	*
3W2*	2013	E		*	*	*
3W7*	2012	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
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Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	3W	*	D	C				
SCB	*	ZA	*	D	C				

Documents

Document name
master.xml

Notes

Technical background

A small number of Continental Series vehicles may have had the incorrect warning label fitted at the time of production. Figure 1 shows the fitting location of the label, the labels are very similar in appearance to each other, the main difference relates to the oil grade which must be used dependent on engine derivative. W12 Continental Series vehicles should have the label as shown in Figure 2, the V8T Continental Series vehicles should have the label as shown in Figure 3

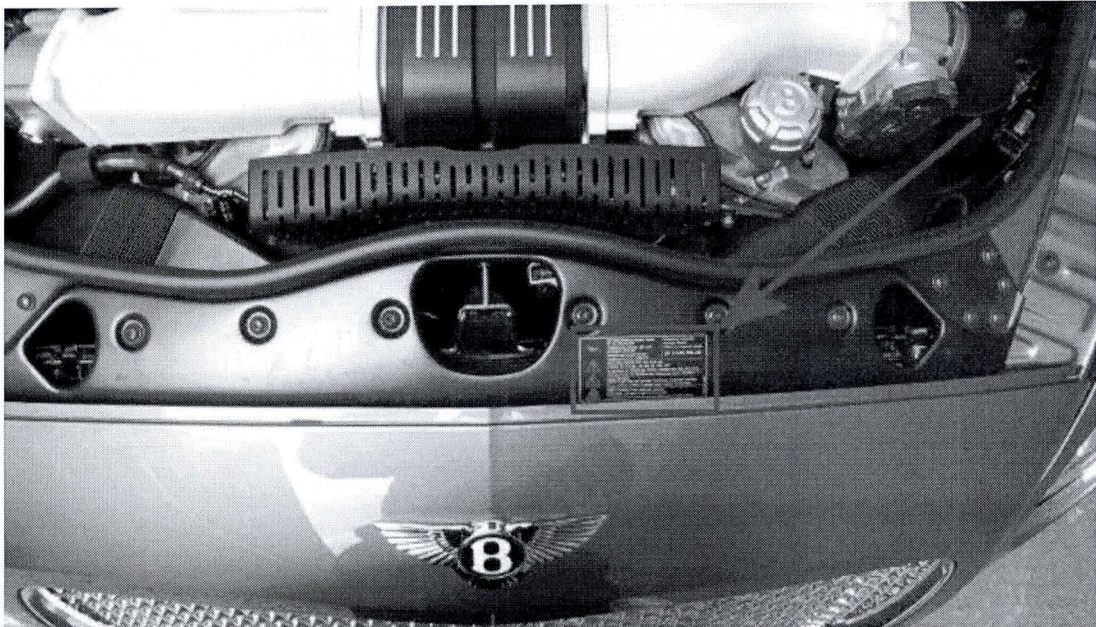


Figure 1

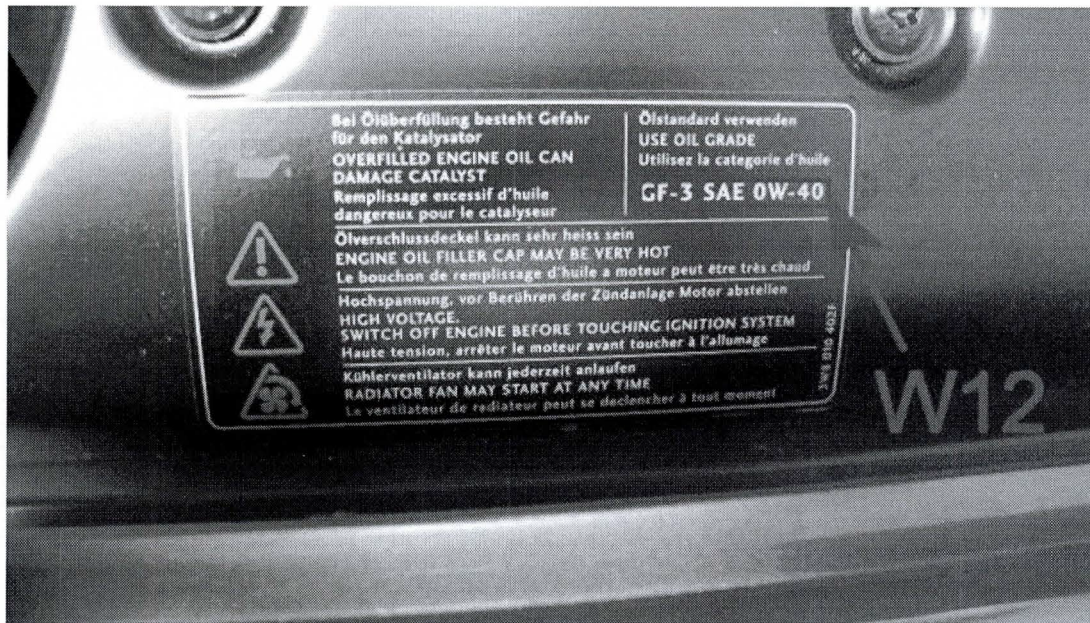


Figure 2



Figure 3

Remedy

The warning label is fixed to the front end module closing plate, all cars post VIN SCBEN53W5EC [REDACTED] are fitted with the correct label at the time of production extra quality checks have been implemented to ensure correct warning label fitment.

Customer notification

Customers do not need to be informed of this campaign. Please ensure that all affected vehicles are checked and repaired at Pre Delivery Inspection (PDI) or during a service visit. You should also inform your new and used car sales departments so that the vehicles affected can be checked and, if necessary, repaired immediately (and not just before sale)

Warranty accounting instructions

Flying Spur and Supersports ISR

Time to carry out visual check only

Warranty Type	790 or 710
Labour operation code	50 38 01 00
Damage Service Number	E772
Damage Code	00 66
Criteria ID	01
Time	10 Time Units

Time to carry out visual check and replace the label if incorrect specification

Warranty Type	790 or 710
Labour operation code	50 38 41 00
Damage Service Number	E772
Damage Code	00 66
Criteria ID	01
Time	20 Time Units

New Continental GT and GTC

Time to carry out visual check only

Warranty Type	790 or 710
Labour operation code	50 38 01 99 (for RO open date on or before 13 December 2012) 50 38 01 00 (for RO open date after 13 December 2012)
Damage Service Number	E772
Damage Code	00 66
Criteria ID	01
Time	10 Time Units

Time to carry out visual check and replace the label if incorrect specification

Warranty Type 790 or 710
 Labour operation code 50 38 41 99 (for RO open date on or before 13 December 2012)
 50 38 41 00 (for RO open date after 13 December 2012)
 Damage Service Number E772
 Damage Code 00 66
 Criteria ID 01
 Time 20 Time Units

Genuine parts

Description	Part Number	Quantity
(ROW) Warning label W12 engine	3W8 010 402F	1
(ROW) Warning label V8T engine	3W8 010 797D	1
(China) Warning label W12 engine	3W8 010 494E	1
(China) Warning label V8T	3W8 010 797F	1
(Arabic) Warning label W12	3W8 010 427F	1
(Arabic) Warning label V8T	3W8 010 797E	1
(Russia) Warning label W12	3Y0 010 760J	1
(Russia) Warning label V8T	3W8 010 797G	1

Parts supply

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

Parts despatch control

Not applicable

Repair instructions

Technical background

A small number of Continental Series vehicles may have had the incorrect warning label fitted at the time of production. Figure 1 shows the fitting location of the label, the labels are very similar in appearance to each other, the main difference relates to the oil grade which must be used dependent on engine derivative. W12 Continental Series vehicles should have the label as shown in Figure 2, the V8T Continental Series vehicles should have the label as shown in Figure 3

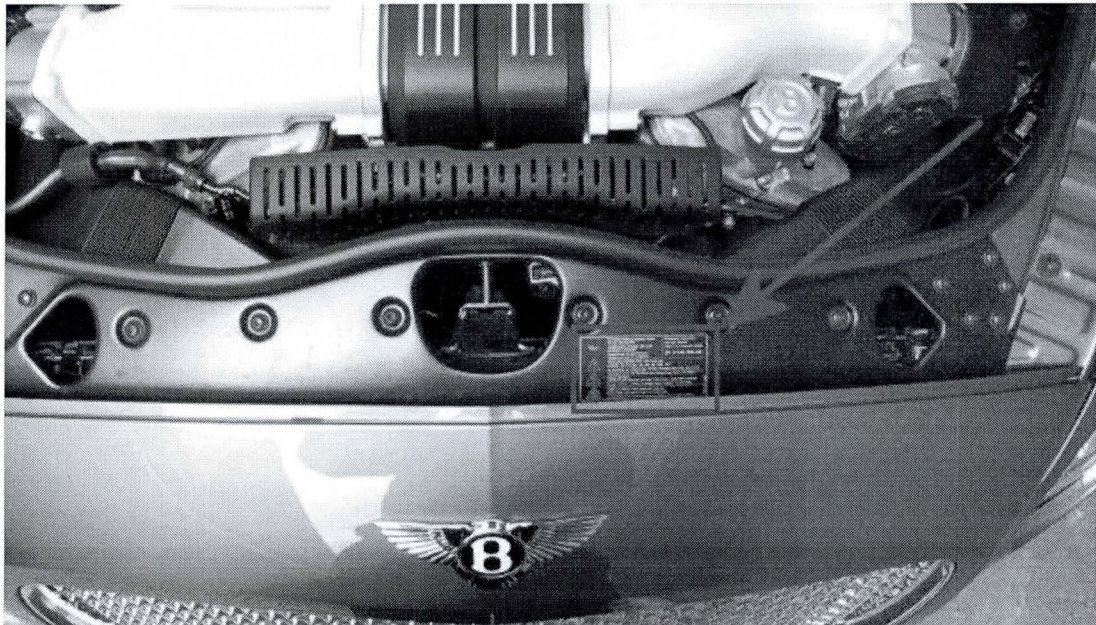


Figure 1



Figure 2



Figure 3

Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa pro), check for the campaign identification mark which is a small White paint dot located above the radiator shell fixing directly above the label (Figure 4) should neither be evident carry out the required work in accordance with instructions

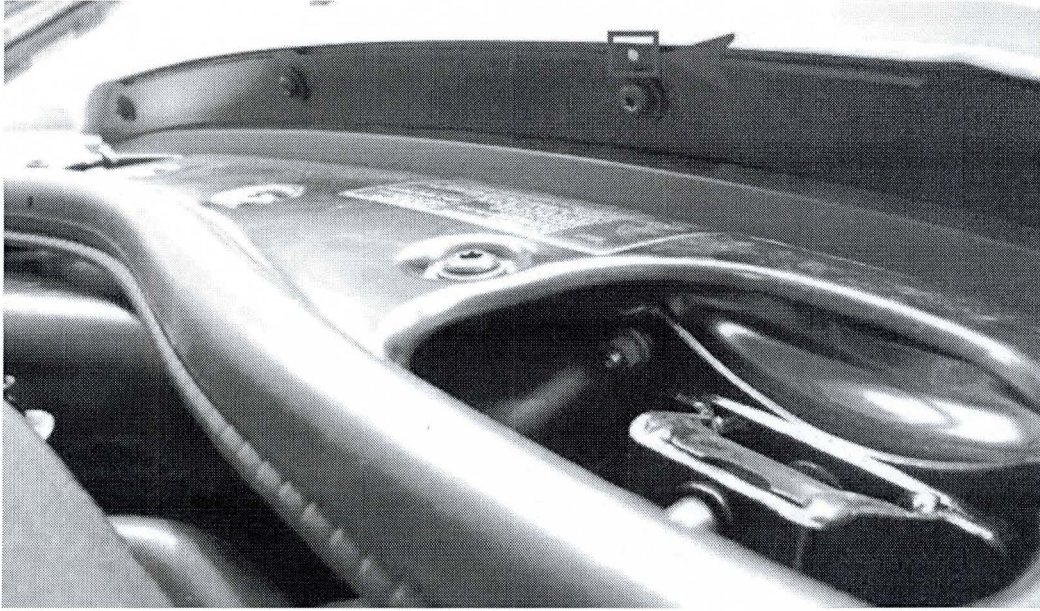


Figure 4

Genuine parts

Description	Part Number	Quantity
(ROW) Warning label W12 engine	3W8 010 402F	1
(ROW) Warning label V8T engine	3W8 010 797D	1
(China) Warning label W12 engine	3W8 010 494E	1
(China) Warning label V8T	3W8 010 797F	1
(Arabic) Warning label W12	3W8 010 427F	1
(Arabic) Warning label V8T	3W8 010 797E	1
(Russia) Warning label W12	3Y0 010 760J	1
(Russia) Warning label V8T	3W8 010 797G	1

Work

1. Check the correct label is fixed to the closing panel dependent on engine type, W12 Continental Series should be as shown in Figure 2, V8T Continental Series should be as shown in Figure

3. Should the incorrect label be found to be fitted and does not correspond with the engine type please replace the label taking note of the following key points:

NOTE: When removing the label do not initially scrape the existing label off as damage /scratches can easily be caused to the closing plate and radiator shell.

Carefully peel off the existing label, should the label not peel off with ease the use of the heat gun supplied with the workshop tool VAS 1978B is recommended, use on a low setting and with care warm the label to ease removal.

IMPORTANT: Before using the heat gun, the operator must familiarise themselves with the operating instructions, to eliminate any damage to surrounding components ensure all vulnerable areas are suitably protected when using the heat gun. Always wear suitable gloves and eye protection

- Using a plastic spatula with care remove the label from the closing plate
- Before fitting the replacement label thoroughly clean and dry the affected area
- Apply the new label

2. Once the check has been conducted or the label has been replaced place a small white confirmation mark above the radiator shell fixing which is directly above the label (Figure 4)

Identification

Small White confirmation paint dot above the radiator shell fixing (Figure 4)