

 Connection offline

Field campaign

Topic	W12 De - gas hose radiator connection - incorrect hose clip (SC12/11)
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2031352/2
Campaign number	E771
Note	
Type	Service campaign
US code	

Vehicle data

Continental family W12 engine

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3931*	2012	E		*	*	*
3931*	2013	E		*	*	*
3941*	2012	E		*	*	*
3941*	2013	E		*	*	*
3W*	2012	E		*	*	*
3W*	2013	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	**	*	*	*	C				

Documents

Document name
master.xml
master.doc

 Connection offline

Service campaign E771

Transaction No.: 2031352/2

W12 De - gas hose radiator connection - incorrect hose clip (SC12/11)

Notes

 Repair instructions

Technical background

An incorrect hose clamp may have been fitted to the de-gas connection on the main engine cooling radiator.

New Part Number	Description	Displaced Part Number	Quantity
3W0121120F	Spring band clamp 12.4 x 8	N90686701	1

Consequential parts

Part Number	Description	Quantity	Torque
N90737105	Bolt M6 x 12	23	9 Nm

Remedy

The de-gas hose connection on affected vehicles must be checked. Where the hose clamp is found to be incorrect, then the clamp must be replaced

Customer notification

Customers do not need to be informed directly 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

Procedure 1 check only

Warranty Type 790 or 710
 Labour Operation Code 19 63 01 99 (all models)
 Damage Service Number E771
 Damage Code 00 66
 Criteria ID 01
 Time 20 time units

Procedure 1 check and replace clip

Warranty Type 790 or 710
 Labour Operation Code 19 63 55 99 (Flying Spur only)
 19 63 55 00 (all other models)
 Damage Service Number E771
 Damage Code 00 66
 Criteria ID 01
 Time 80 time units

Genuine parts

Parts supply

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

Parts despatch control

Repair instructions



Technical background

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Consequential parts

Part Number	Description	Quantity	Torque
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Check

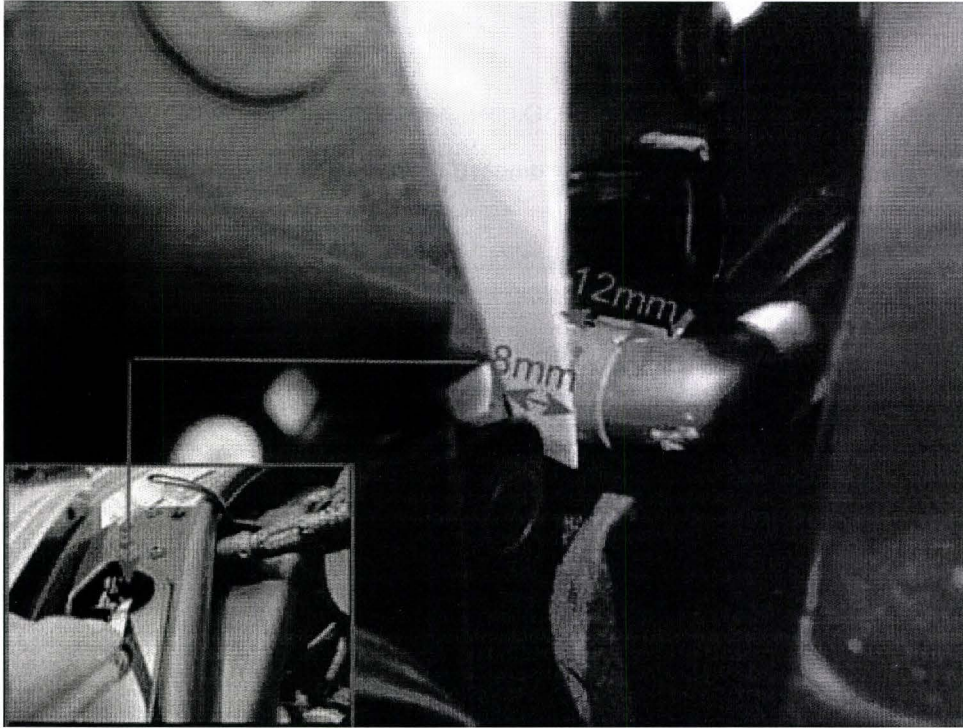
If the vehicle is not already listed as repaired in the "Repair history" (in Elsa pro), check for the campaign identification mark, yellow paint dot located on the bonnet right hand primary latch (Figure 1), should neither be evident carry out the required work in accordance with these instructions

Genuine parts

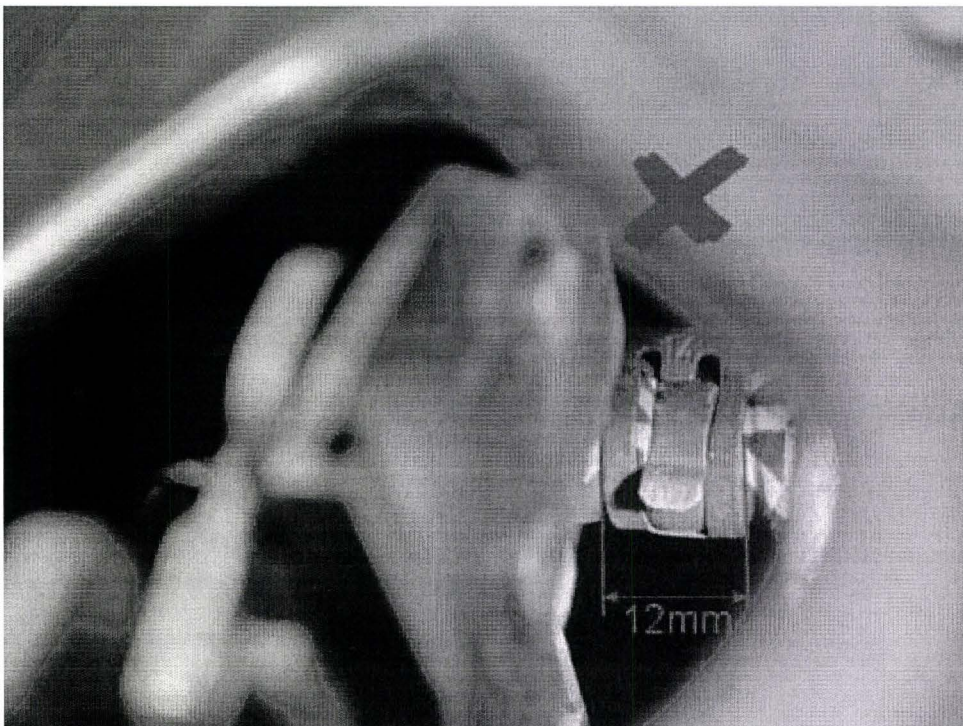
Work

Check

Note: The hose routing to the engine cooling radiator stub pipe differs on some installations but the stub pipe location on that radiator is the same and therefore these variations do not impact the following hose clamp replacement procedure



Using a measuring device, in this example a nylon spatula has been cut to 8mm, gauge the width of the spring band hose clamp at the engine coolant radiator stub pipe.

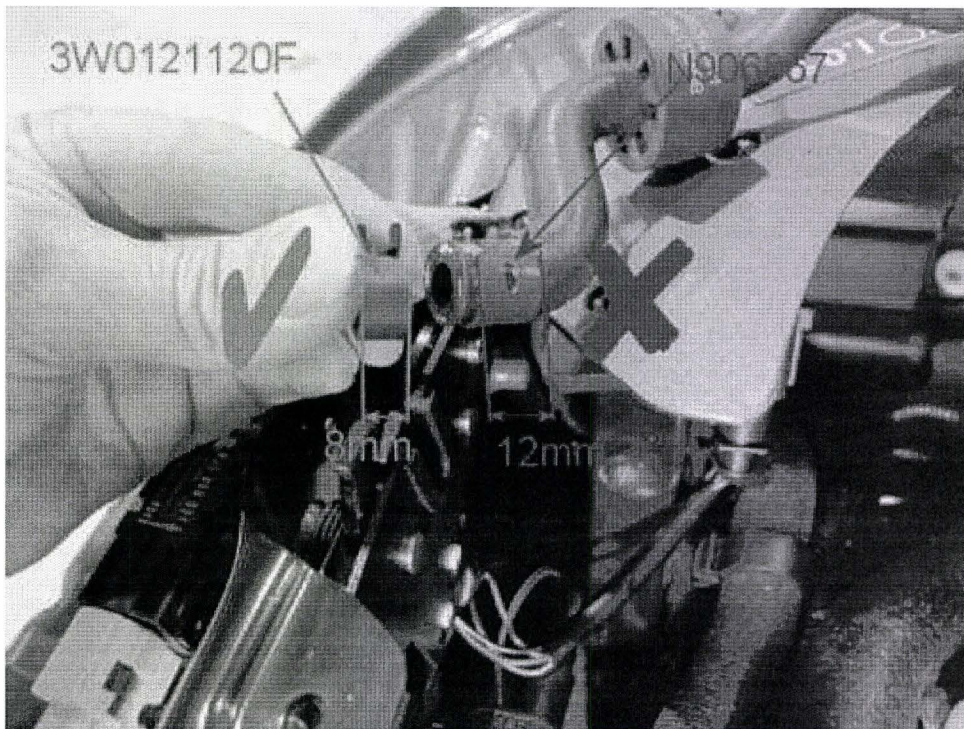


The specification calls for a hose clamp that is 8mm wide some vehicles have been fitted with a clamp that is 12mm wide. If the clamp is 8mm wide then no further action is required, apply the yellow paint campaign marker as per figure 1.

On vehicles where the incorrect 12mm hose clamp has been fitted then carry out the following replacement procedure.

Hose clamp replacement

1. Remove the bonnet crossmember. Rep.Gr.50 Bonnet Crossmember – To Remove and Fit
2. Remove the right hand air cleaner assembly. Rep Gr.24 Air cleaner housing assembly (RH) To remove and fit
3. Release the spring band clamp and withdraw the de-gas hose from the coolant radiator stub pipe. Fit a blanking plug to the coolant radiator stub pipe to stem coolant lose whilst the clamp is replaced



4. Remove and discard the 12mm spring band clamp
5. Fit the new 8mm wide spring band clamp (part number 3W0121120F)
6. Remove the temporary blanking plug from the radiator stub pipe before refitting the de-gas hose to the radiator with the new clamp
7. Wash off any coolant spill
8. Refit the removed parts. Ensure new fasteners (N90737105) are used to secure the bonnet crossmember. Torque M6 bolts to 9Nm
9. Correct the coolant level in the header tank.
10. Apply a yellow campaign identification mark (see Figure 5)

Identification

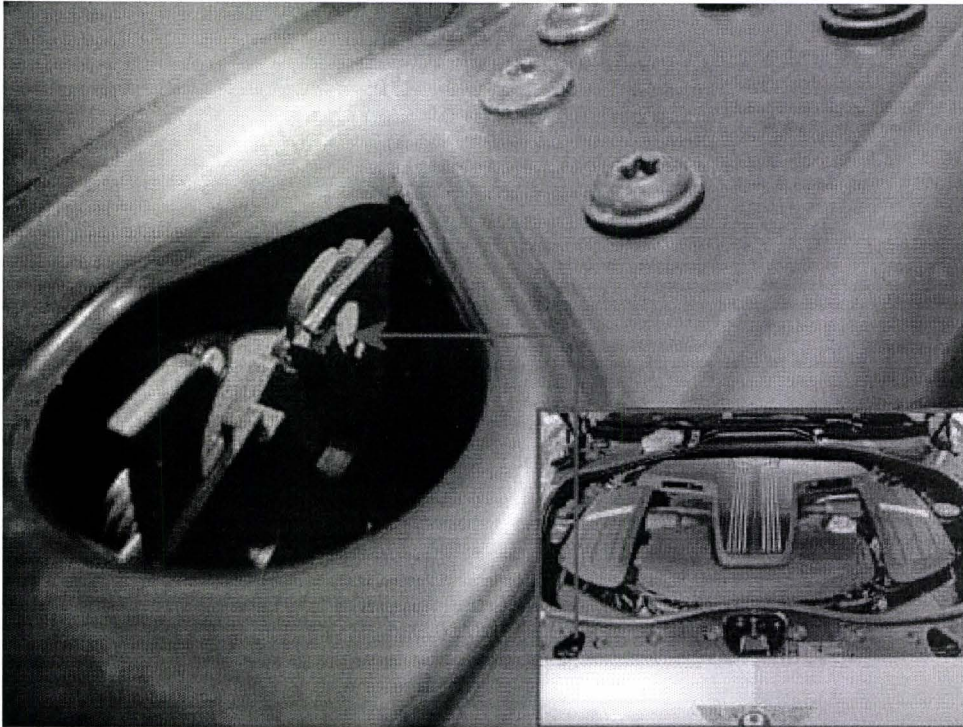


Figure 1

On completion apply a yellow paint campaign mark to the bonnet primary latch, right hand.

▲ Repair instructions ▲ Notes