

Technical product information

Topic	GTC - Rattle in rear of cabin - convertible roof
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2031919/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Roof systems, special bodies -> Convertible folding roof -> Folding roof rear screen -> Folding roof rear screen heater terminal	electrics -> damaged connector	

New workshop code

Object of complaint	Complaint type	Position
Roof systems, special bodies -> Convertible hardtop -> Hardtop rear screen -> Hardtop rear screen heater terminal connector	electrics -> supply cable not insulated	

Vehicle data

Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
394*	2012	E		*	*	*
394*	2013	E		*	*	*
3W4*	2007	E		*	*	*
3W4*	2008	E		*	*	*
3W4*	2009	E		*	*	*
3W4*	2010	E		*	*	*

Technical product information

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3W4*	2011	E		*	*	*
3W7*	2011	E		*	*	*
3W7*	2012	E		*	*	*
3W7*	2013	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
***	**	*	*	*	C	000001	999999		

Documents

Document name
master.xml

Customer statement / workshop findings

Rattle from rear cabin in the area of the convertible roof inner trim

Technical background

The single plastic terminal housing used on each of the two heated rear screen electrical connections can in some instance rattle

Production change

Harness tape extended to 'lock' the terminal harness to the connecting wire and thus stop the potential rattle

Measure

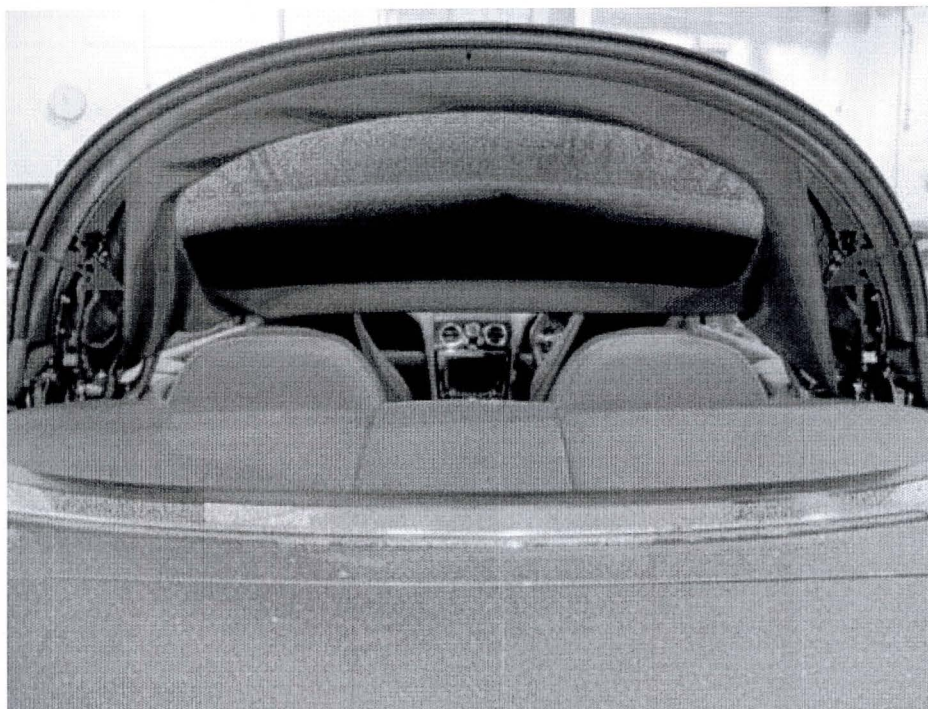


Figure 1

Two terminals located one each side of the heated rear screen can produce a high frequency rattle. On this occurrence the following procedure should be performed. (see Figure 1)



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 has to be secured using 2 ratchet straps linked together (part number T10038) (see Figure 1)

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. Figure 1 shows the optimum position to enable this procedure to be performed. It is recommended that the roof position is maintained primarily with the ignition still on, and secured, for the operators safety, using a pair of tensioning straps (T10038) linked together.

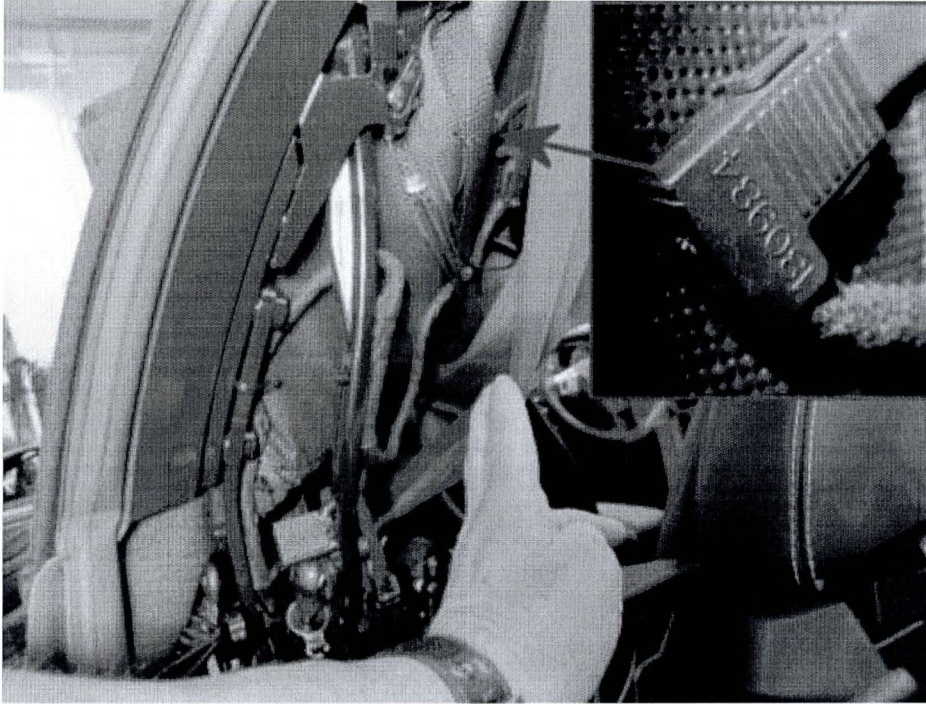


Figure 2

2. Referencing figure 1 and 2 locate the heated rear screen electrical connections

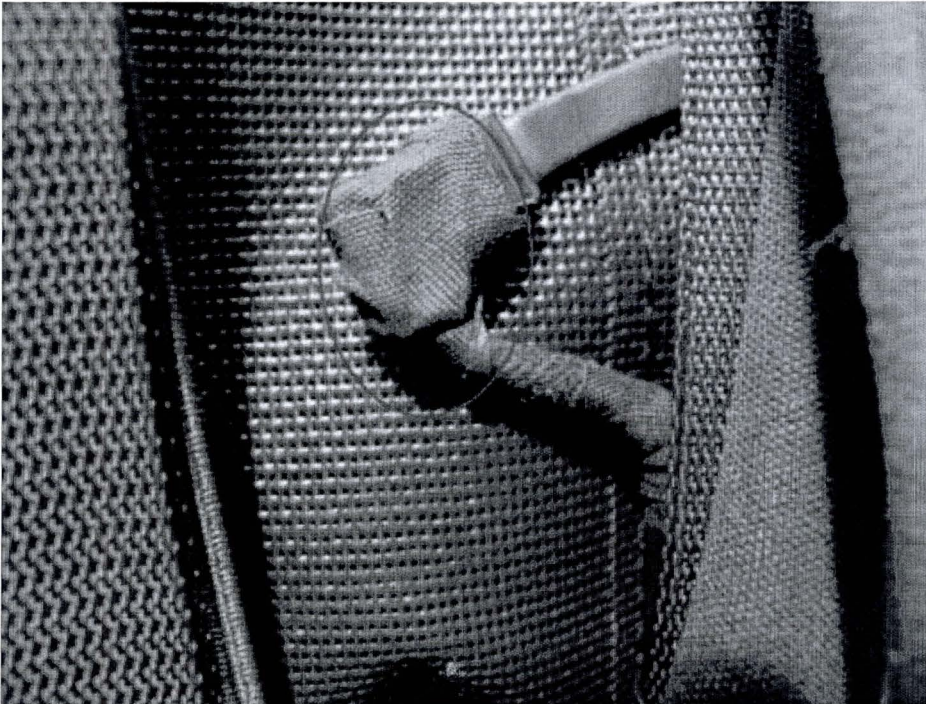


Figure 3

3. Wrap the terminal housing and extend the insulation tape down onto the harness (see Figure 3)

Warranty accounting instructions

Only applicable for cars that are currently covered by manufacturer's warranty

Warranty Type	110 and 910
Labour Operation Code	61 01 19 99 (for RO open date on or before 13 December 2012) 61 01 49 00 (for RO open date after 13 December 2012)
Damage Service Number	6101
Damage Code	0055
Damage Location	N/A
Time	20 TU

Parts information