

Technical product information

Topic	Mulsanne Flying "B" Radiator Grille Mascot - Failure to Latch And Hold
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2048803/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> spoilers, air intake grilles, brackets -> radiator grill	component / consumables -> wrong	

New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> spoilers, air intake grilles, brackets -> radiator grill	component / consumables -> damaged	

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y21*	2016	E		*	*	*
3Y21*	2017	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	*	*	*	*	C	001417	999999		

Documents

Document name
master.xml



Customer statement / workshop findings

Radiator shell Mascot will not remain in the latched position.



Technical background

There is a current ongoing factory investigation into radiator Mascot mechanisms that fail to latch and hold. Suspect assemblies are required for analysis by the supplier, therefore, do not attempt to rectify Mascot assemblies prior to their return.

Production change

Not applicable.

Measure

With a confirmed complaint of a Mascot failing to latch and hold, do not attempt to repair the latching mechanism, the entire Mascot assembly should be replaced, refer to *Repair Group 66 Exterior equipment - Radiator shell - Flying "B" - To remove and fit*.

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Prior to Mascot mechanism removal, ensure there are no foul conditions preventing the latching components from operating correctly.

Parts information

Refer to the Electronic Parts Catalogue for latest information.