

# Technical product information

<b>Topic</b>	Convertible hood assembly - Service and repair procedures
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2050102/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## New customer code

Object of complaint	Complaint type	Position
roof systems, special installations -> convertible roof, folding roof operation -> electrically close soft top, folding roof	functionality -> defective function sequence	
roof systems, special installations -> convertible roof, folding roof operation -> electrically open soft top, folding roof	functionality -> defective function sequence	

## New workshop code

Object of complaint	Complaint type	Position
roof systems, special installations -> convertible roof -> softtop frame tensioning spring	component / consumables -> loose	left
roof systems, special installations -> convertible roof -> softtop frame tensioning spring	component / consumables -> loose	right

# Vehicle data

## Continental GT Convertible

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
394*	2012	E		*	*	*
394*	2013	E		*	*	*
394*	2014	E		*	*	*
394*	2015	E		*	*	*
394*	2016	E		*	*	*
394*	2017	E		*	*	*
394*	2018	E		*	*	*

# Documents

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

## Customer statement / workshop findings

Convertible hood defective function / noisy during opening / hood lining fouls

## Technical background

Recent failures due to overstressing of the convertible hood system may be attributed to in-service operation methods. Specifically releasing the hood control switch thus pausing hood operation when the hood is being raised from stowed during close cycle. Once this pause is initiated any continuation to complete the hood close sequence may result in failures.

Therefore the following must be noted: The convertible hood should be closed in one continuous operation. Releasing the convertible hood function switch before the hood close cycle is complete should be avoided during normal operation. If the close cycle has to be interrupted for any reason such as when performing service repairs then the hood close cycle must not be continued, instead the convertible hood cycle should be reversed lowered back into the stowed position before the full close cycle is performed. Another method would be that if the hood is stopped mid cycle the hood operator **MUST** ensure the headliner is positioned manually outboard of the flipper door, as can be seen in figure 8, before restarting the hood to closure

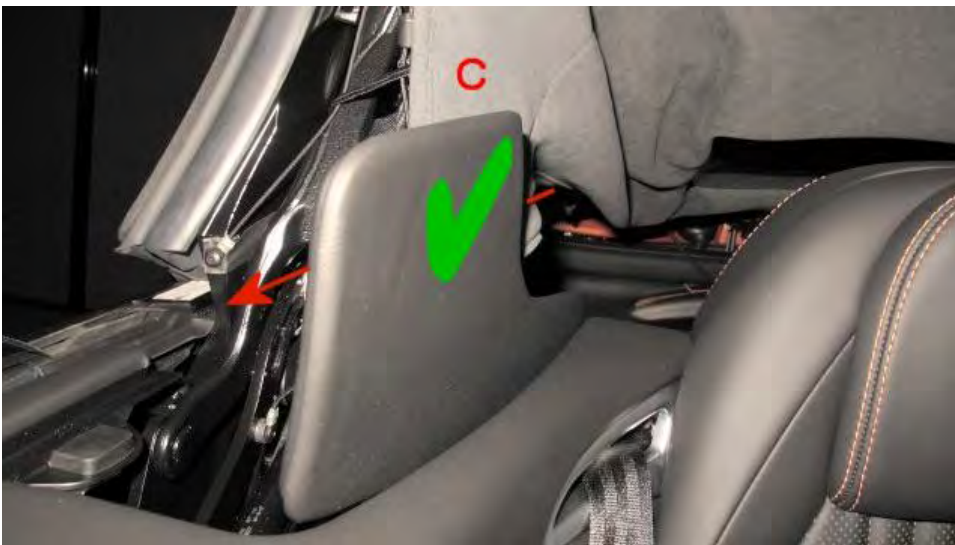


Figure 8



Figure 9

### Problem Definition

A relaxation of the tension across the headliner during a pause in the close cycle can result in the C post lower trim passing the wrong side of the flipper (see Figure 9). This will cause hood operation failure and damage to several components. This fault can occur on either side of hood assembly

## Production change

Not applicable series production complete

## Measure

Reports such as trim scratched and damage on the flipper and or C post trim are indicative of this failure. If you suspect that the above failure has taken place, then there are three areas that must be checked and if necessary repaired whilst repairing the cosmetic damage. It is important that these areas are checked to avoid repeat failure once the cosmetic damage is rectified.

Note: the majority of this document shows the left side being worked the same checks should be performed on the right side of the hood system.

Headliner Tension Cords Affected

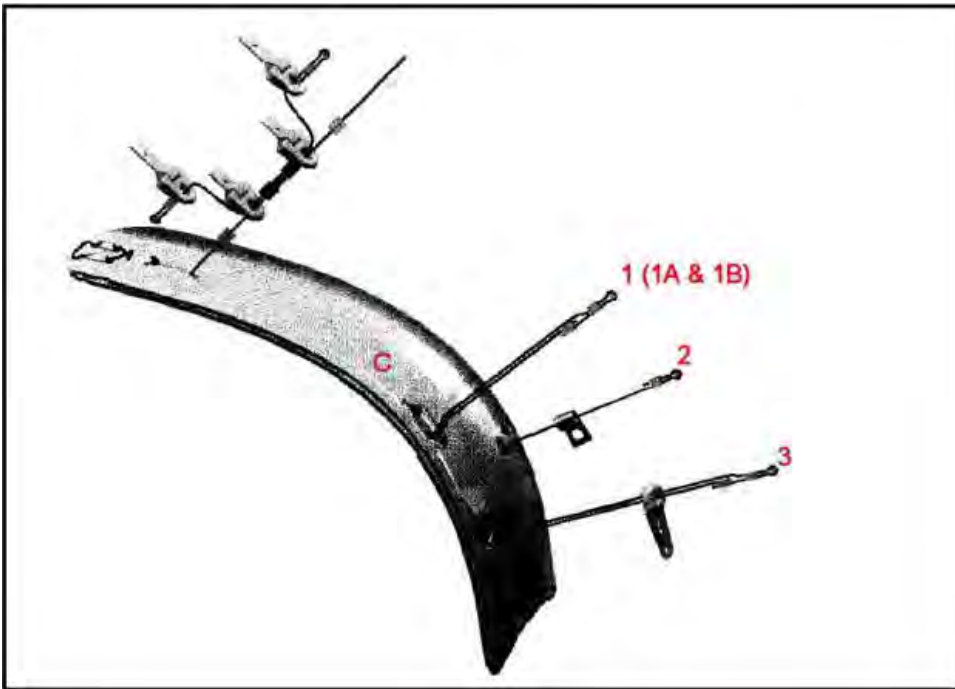


Figure 1

Figure 1 details the headliner tension cords / areas that can fail as a result of overstressing. The following measures show the detail of each of the headliner tension cords 1, 2 and 3 and their known tension cord and guide damage points to investigate

1. Double cord (two cords 1A and 1B)
2. Single cord
3. Double cord

**Double cord 1 = 1A Frame cord guide adrift**

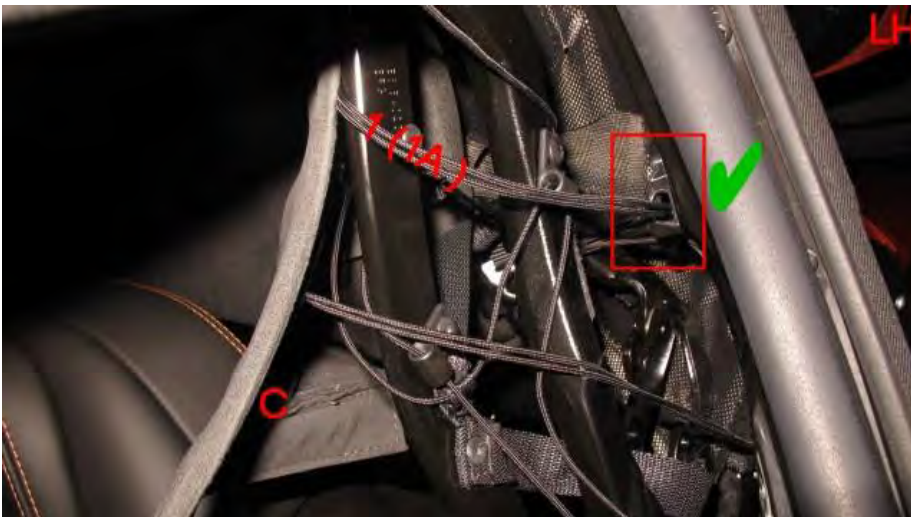


Figure 2

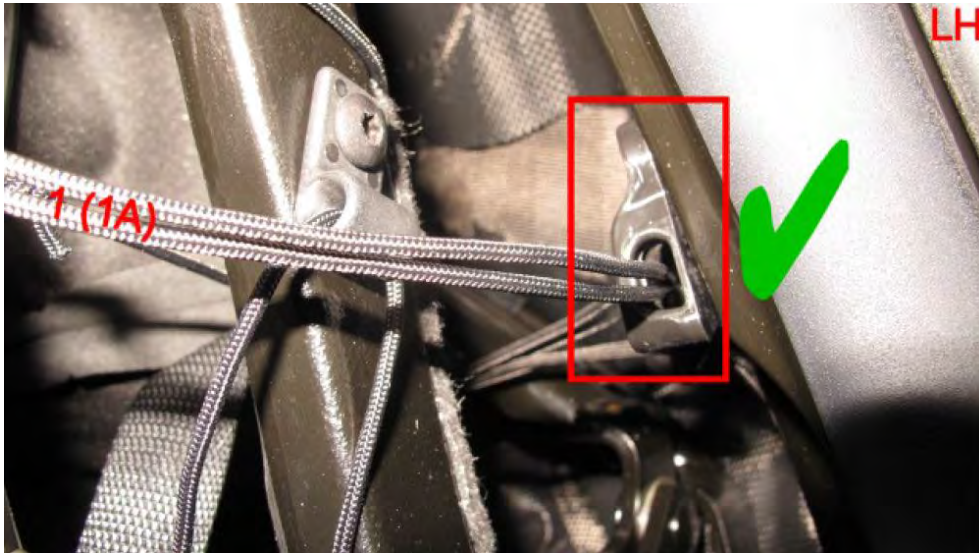


Figure 2a

Frame cord guide is secured to frame with one rivet plus anti-rotation moulded peg. Figure 2 and 2a show the correct installation

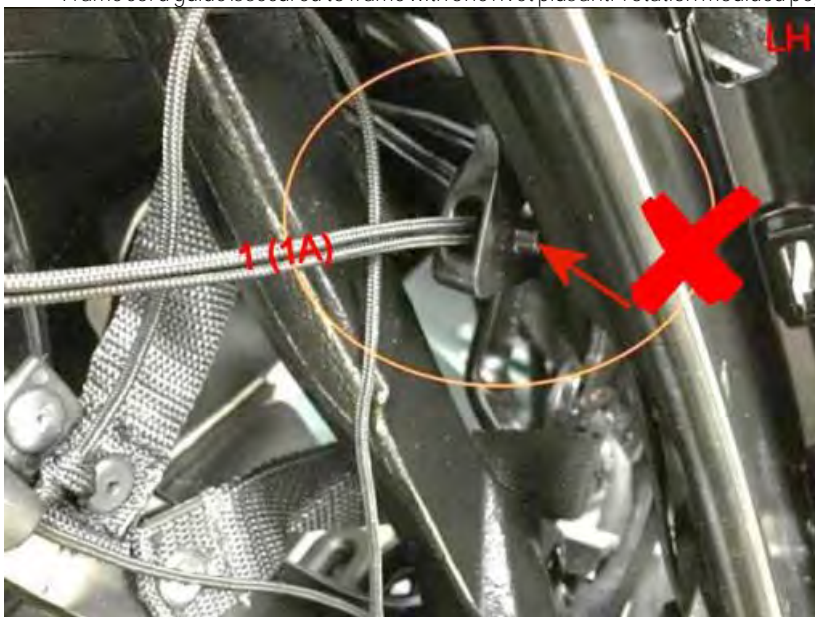


Figure 2b

Figure 2b details the frame cord guide bent and pulled away from frame exposing the anti-rotation peg

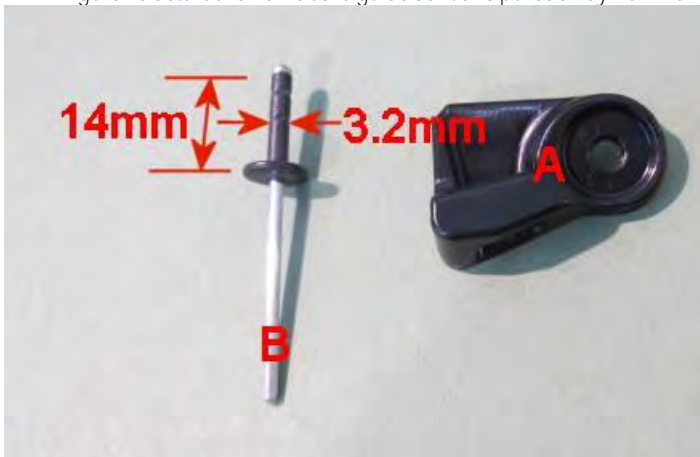


Figure 2c

Rectification: Un-knot cord 1 from C post trim, slide new frame cord guide into position and rivet to frame. The required parts, guide and rivet, are contained in convertible roof repair kit 3W7898025 (see Figure 2c)

**Double cord 1 = 1B 5<sup>th</sup> Bow guide strap adrift or cord guide broken**



Figure 3

Cord guide assembly (K) location on bow 5. Figure 3 shows the correct installation with double cord 1 running through cord guide (K)



Figure 3a

Figure 3a details guide webbing strap pulled off bow 5, either leaving the rivet in bow 5 or as shown in figure 3b the retaining rivet pulls out of bow 5

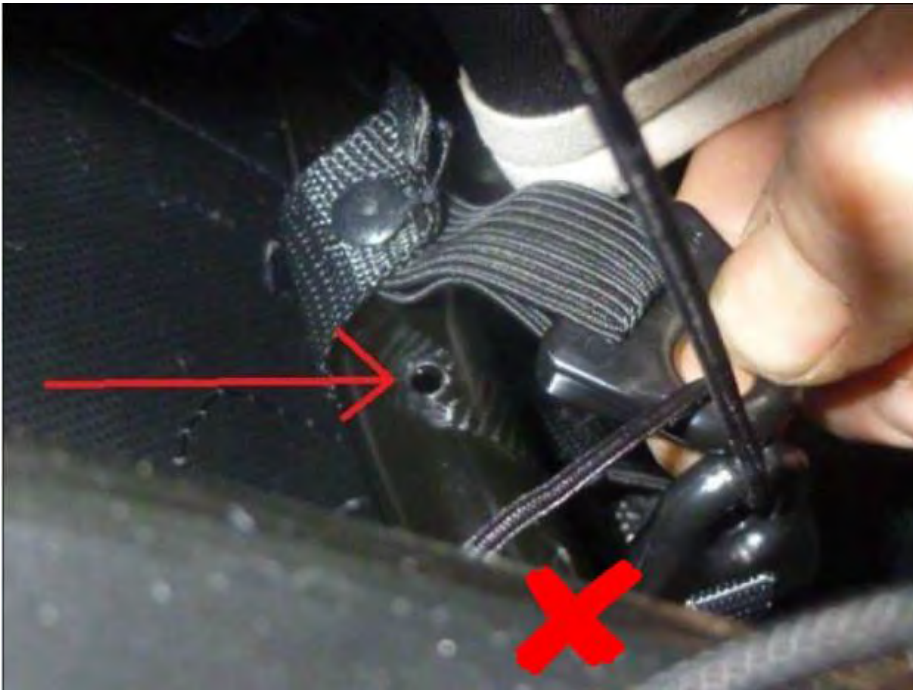


Figure 3b

Figure 3b details bow 5 with retaining rivet pulled out of bow 5



Figure 3c

In extreme cases the double cord 1 pulls through and splits the plastic loop of the guide cord assembly (K) (see Figure 3c)



Figure 4

Rectification: The two twin cords that go through cord guide assembly (K) are anchored at a point (L) on the rear bow (M). Drill out rivet (L) at anchor point on rear bow (M). Remove **what's** remaining of the damaged cord guide assembly (K). Slide new cord guide assembly (K) over the two twin cords into position at bow 5 and rivet to bow 5.

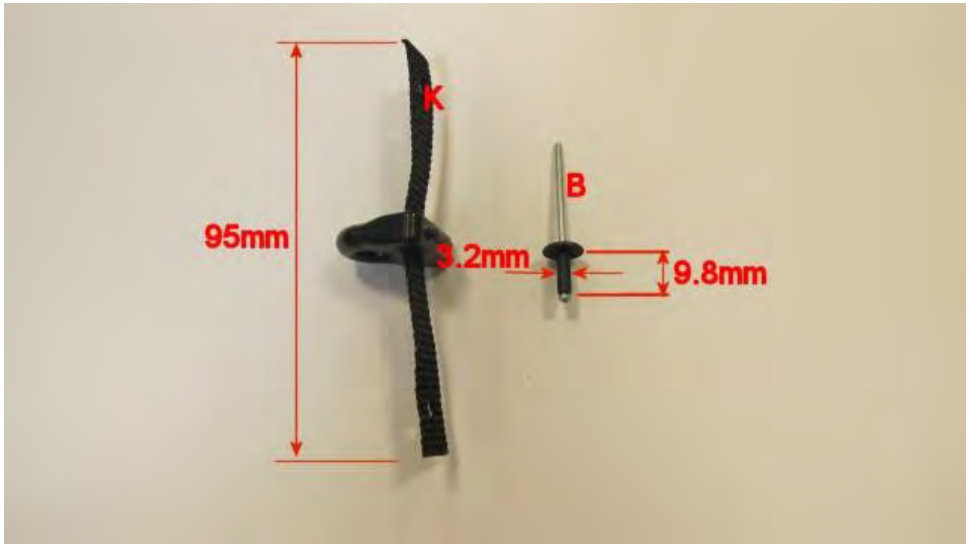


Figure 3d

Re rivet cords with new rivet (L) at rear bow (M) (see Figure 3e)

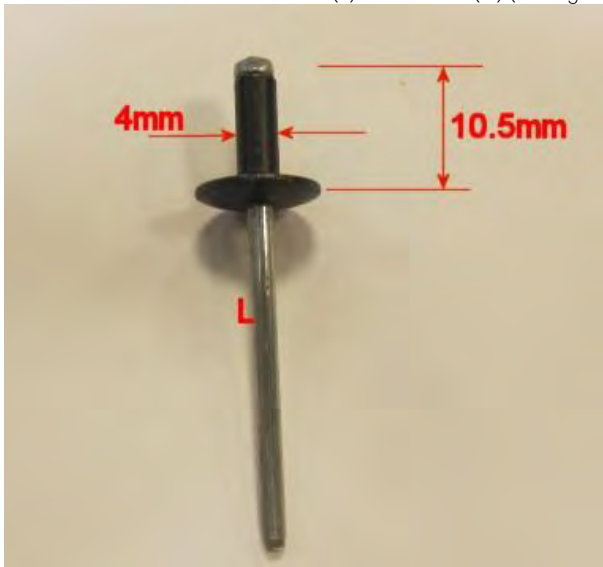


Figure 3e

The required parts, strap and rivets, are contained in convertible roof repair kit 3W7898025 (see Figure 3d and 3e)

## Single cord 2 = Frame cord guide adrift



Figure 5

Figure 5 and 5a detail the location of single cord 2 and its associated cord guide (P) secured to the hood frame

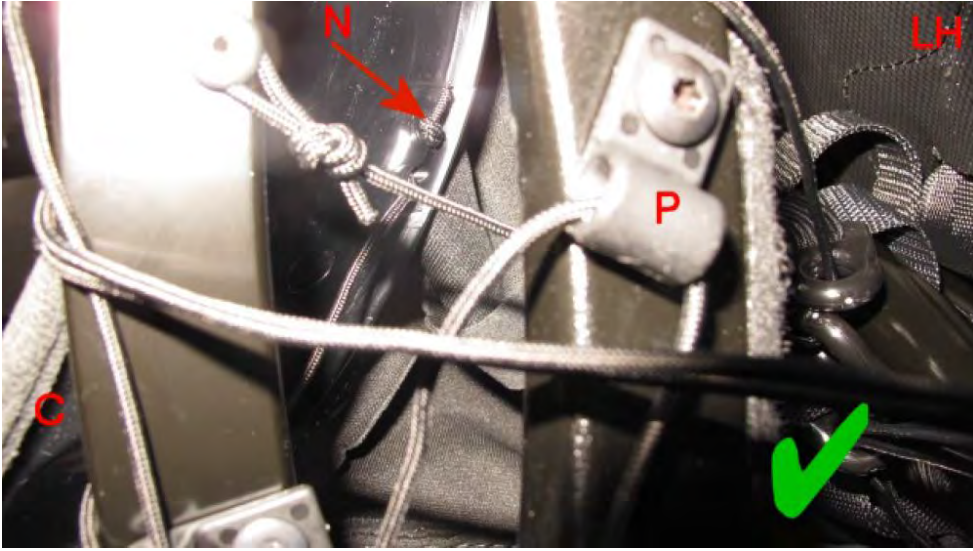


Figure 5a

Frame cord guide location Figure 5a shows the correct installation with single cord 1 running through cord guide (P)

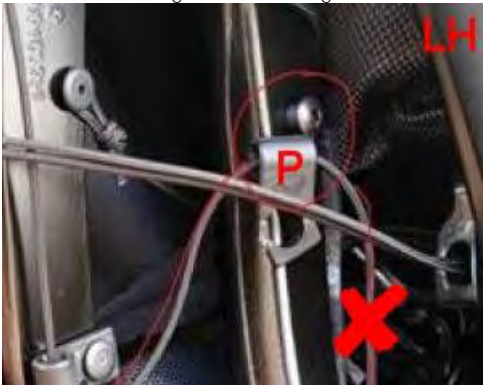


Figure 5b

Figure 5b details plastic cord guide (P) stretched and broken off the securing screw which is still in the frame

Rectification: Referencing figure 5a undo knot (N) cord 2 from C post trim, slide new frame cord guide (P) into position and screw to frame.

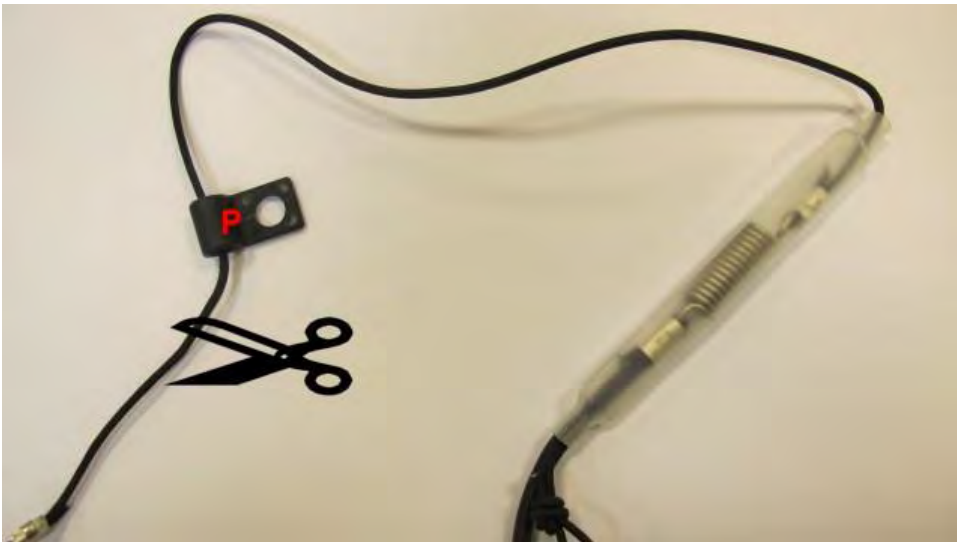


Figure 5c

The required part, cord guide (P), can be produced by cutting the part from a cord assembly contained in convertible roof repair kit 3W7898025 (see Figure 5c)

### Double cord 3 = Frame cord guide rivet adrift

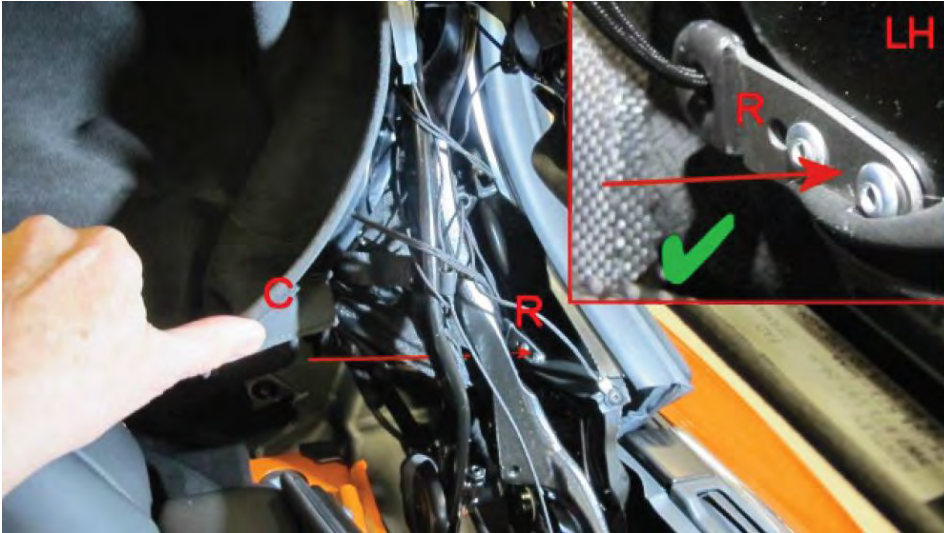


Figure 6

Two rivets secure the metal guide (R) to hood frame in C post area. Figure 6 identifies the location as viewed from inside the vehicle look back towards the left hand rear seat area

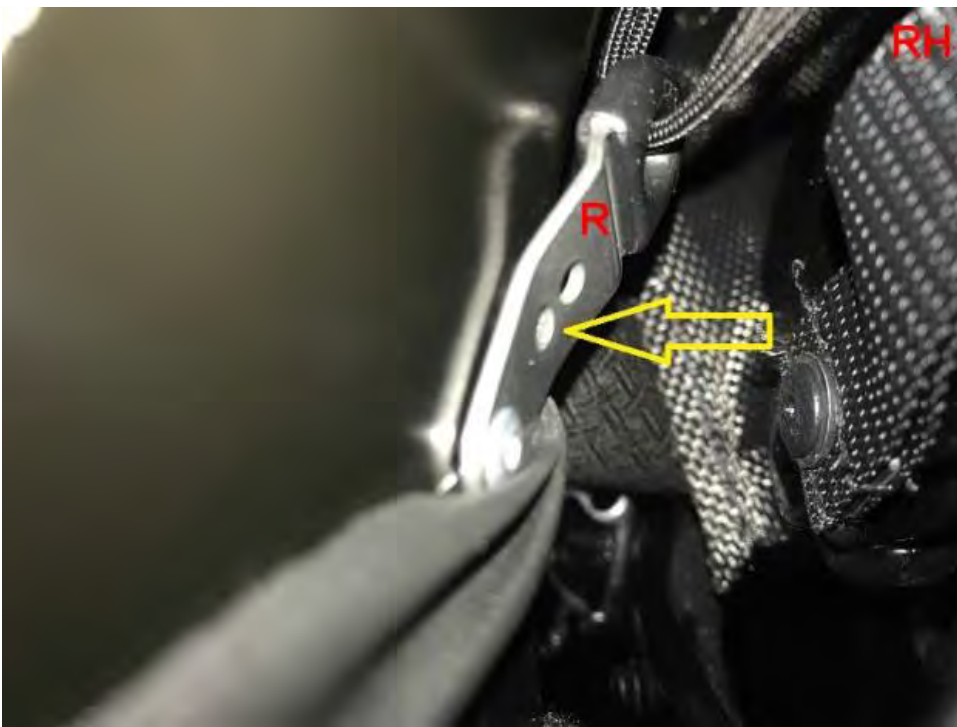


Figure 6a

Figure 6a details a right hand frame cord guide that has been strained and as result one of the rivets has pulled out causing the guide to rotate around the remaining rivet putting the cord out of position



Figure 6b

Rectification: Position hood referencing figure 6b to enable access to frame cord guide (R). Reposition and re-secure to the frame with new rivet (see Figure 6c)



Figure 6c

The required part, rivet, is contained in convertible roof repair kit 3W7898025 (see Figure 6c)

### Measurement over check



Figure 7

From the open position raise the hood out of the stowage area to the position shown in figure 7



Figure 7a

As a rough guide, on a good car, the measurement between the C post trim and the hood seal along the centre line of the top cord will be around 110mm (see Figure 7a)



Figure 7b

Again as a rough guide the bottom cord on a good car would measure 130mm (see Figure 7b)

### Shim option



Figure 10

If on completion of the repair the C post lower trim still tends towards passing the wrong side of the flipper (see Figure 9). Then consideration can be made to remove one of the shims from the mechanism (see Figure 10). Removing one shim will move the position of the flipper door. Note: the gap around the closed flipper door may need to be adjusted if a shim is removed. To carry out this operation the rear quarter trim panel (Rep.Gr. 70) will have to be removed and refitted

## Warranty accounting instructions

### Rectification for Double cord 1 = 1A

Warranty Type 110 or 910  
Labour Operation Code 61 01 41 99 (for RO open date on or before 22 March 2018)  
61 01 41 00 (for RO open date after 22 March 2018)  
Damage Service Number 61 01  
Damage Code 00 55  
Time 30 TU

### Rectification Double cord 1 = 1B

Warranty Type 110 or 910  
Labour Operation Code 61 01 42 99 (for RO open date on or before 22 March 2018)  
61 01 41 01 (for RO open date after 22 March 2018)  
Damage Service Number 61 01  
Damage Code 00 55  
Time 20 TU

### Rectification Single cord 2

Warranty Type 110 or 910  
Labour Operation Code 61 43 41 99 (for RO open date on or before 22 March 2018)  
61 43 41 02 (for RO open date after 22 March 2018)  
Damage Service Number 61 01  
Damage Code 00 55  
Time 30 TU

### Rectification Double cord 3

Warranty Type 110 or 910  
Labour Operation Code 61 01 05 99 (for RO open date on or before 22 March 2018)  
61 01 41 03 (for RO open date after 22 March 2018)  
Damage Service Number 61 01  
Damage Code 00 55  
Time 20 TU

## Parts information

The necessary parts are contained in convertible hood repair kit part number 3W7898025. The parts required for each individual repair can be identified using the detailed part descriptions contained in this TPI