

Technical Service Bulletin

Topic	New Continental GT - Front centre console lid (cup holder assembly) fails to latch
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),Germany E02 Bentley rest Europe (6E02),Hong Kong 966 Volkswagen Group Hongkong/Macau (NSC) (6966),Japan E03 Bentley Japan (6E03),Russian Federation 935 Volkswagen Group RUS (6935),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01)
Brand	Bentley
Transaction No.	2051937/3
Level	EH
Status	Released for publishing
Release date	Aug 21, 2019

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> storage compartments, trim panel operation	functionality	
body attachments and installations -> compartments, storage pockets, grab handles	component, automotive fluids	

Vehicle data

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	*	000001	070665		

Documents

Document name
master.xml

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Condition

Centre console storage box lid (cup holder assembly) fails to latch

Technical Background

Replacement of the lid mechanism pawl is required

Production Solution

All VINs after SCBCA13S2KC070665 have the latest specification pawls fitted at the time of production

Service

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Ensure all trim and leather components are suitably protected prior to starting and during this procedure

- 1) Remove the front centre console facia panel - Refer to Workshop manual Rep.Gr 68 - Front centre console facia panel - To remove and fit
- 2) Replace the pawl as per onward instructions



The use of eye protection is recommended when removing and refitting the location plug and spring

- Using a suitable flat headed tool carefully remove the retaining plug (Figure 1) CAUTION: Take care the spring does not disengage when the plug is removed



Figure 1

- Referencing Figure 2, Take note of the spring orientation and location, then remove the spring



Figure 2

IMPORTANT NOTE: When carrying out the remainder of the procedure ensure that the components mentioned are not forced or twisted as this can damage the mechanism which will result in cup holder assembly replacement

- Referring to Figure 3, Dislodge/manoeuvre the lid drive (Point A) from its upper axis
- Carefully disengage the lid drive locating peg (Point B) out and away from the pawl

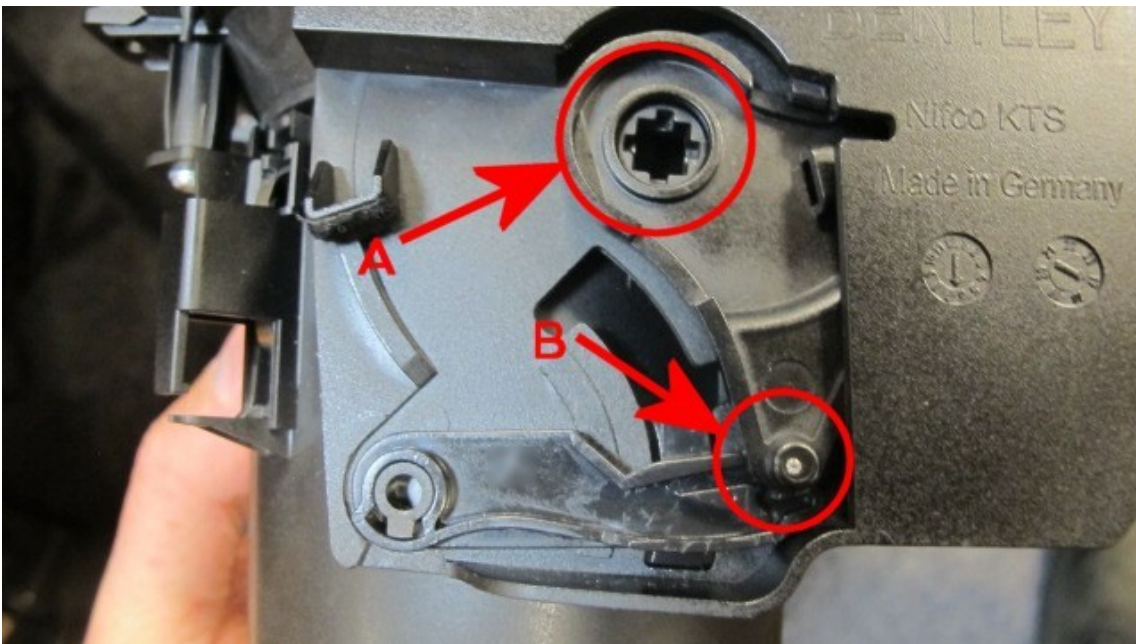


Figure 3

- Referring to Figure 4, carefully rotate the pawl until the arms align with cut-out features on the holder Frame



Figure 4

Referring to Figure 5 ensure the pawl is positioned exactly as shown, **Do Not** attempt removal of the pawl from the lower axis unless in the position shown as the location tang can break

- Once the location is confirmed with extreme care and using a suitable flat headed tool, remove the pawl from the lower axis and discard as per local environmental guidelines



Figure 5

- Installation of the Pawl is the reverse of the removal procedure
- Check the storage box lid latches correctly by opening and closing the storage lid 10 times

3) Refit the front centre console facia panel - Refer to Workshop manual Rep.Gr 68 - Front centre console facia panel - To remove and fit

Warranty

Warranty Type	110 or 910
Labour Operation Code	68 30 41 00
Damage Service Number	68 30
Damage Code	00 10
Time	70 Time units

Required Parts and Tools

Description	Part Number	Quantity
Pawl	3SA 857 185	1