

# Technical Service Bulletin

<b>Topic</b>	Continental GTC - Hood insulation pad tension strap fitting procedure
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2058277/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Feb 3, 2020

## New customer code

Object of complaint	Complaint type	Position
roof systems, special equipment -> convertible top -> convertible top headliner	dimensional accuracy -> gap dimensions uneven	
roof systems, special equipment -> convertible top -> convertible top cover	component, automotive fluids -> damaged	

## Vehicle data

### Continental GTC

#### 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		*	*	*
3W4*	2007	E		*	*	*
3W4*	2008	E		*	*	*
3W4*	2009	E		*	*	*
3W4*	2010	E		*	*	*
3W4*	2011	E		*	*	*

## Documents

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

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**Condition**

In the event the insulation pad (ARROW - Figure 1) requires replacing, the onward instructions within this TPI must be followed

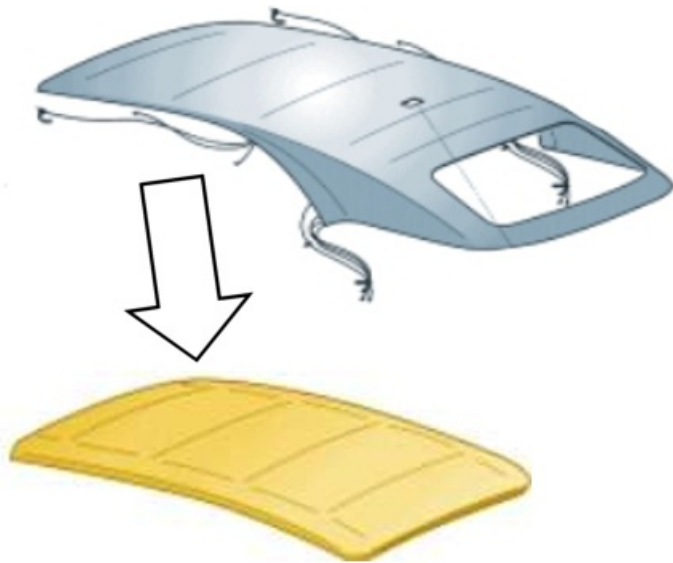


Figure 1

**Technical Background**

The right and left hand tension straps (Figure 2) are no longer fitted at the time of manufacture, the Measure section within this TPI details the procedure which must be followed to fit the tension straps

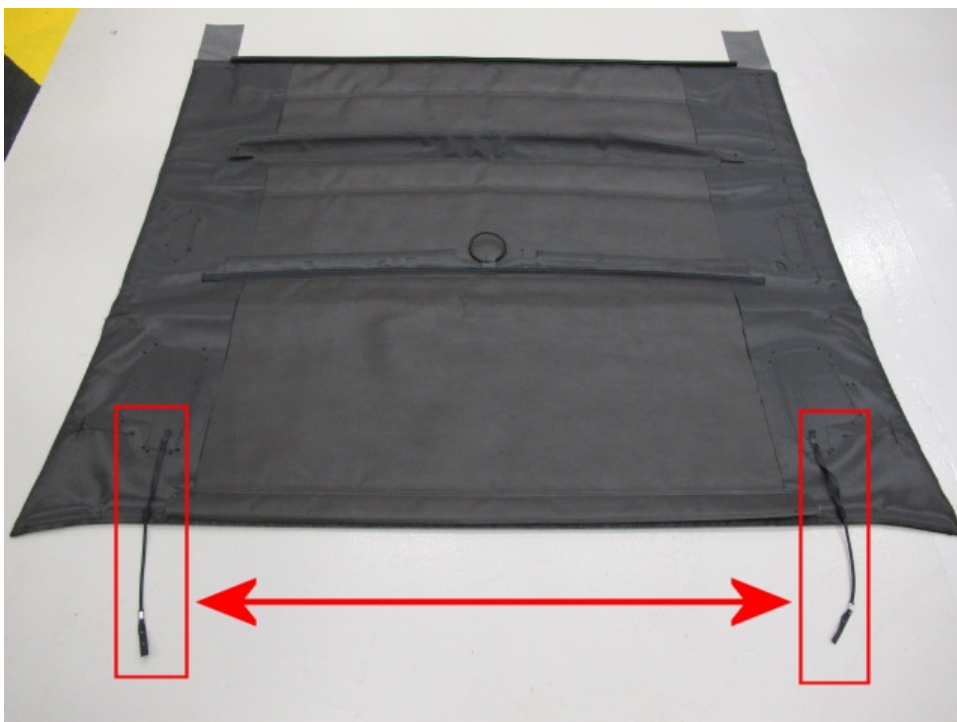


Figure 2

**Production Solution**

Not applicable

**Service**

In most cases the insulation pad will already have the tension strap fixing holes present, in the event the holes are present - Refer to Section 1

**NOTE:** Please also refer to the tension strap location/fitting instructions (Step 3) as this information is not currently covered within the repair manual

Or

In the event the tension strap fixing holes are not present - Refer to Section 2

**NOTE: The onward procedures must be conducted on the left and right hand side**

**Section 1 - Fixing holes present**

1) Referring to Figure 3 - Install washer NBC 876 865A onto rivet WKN 070 030

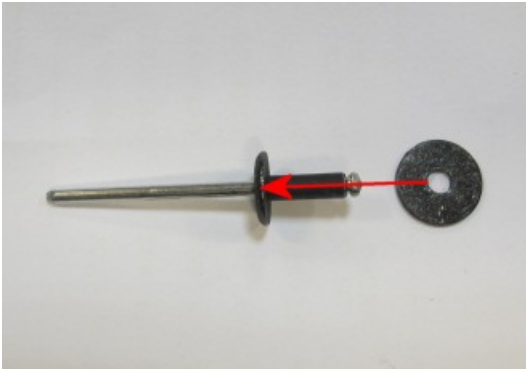


Figure 3

- Figure 4 shows the hole/location that must be used to secure the strap to the insulation pad

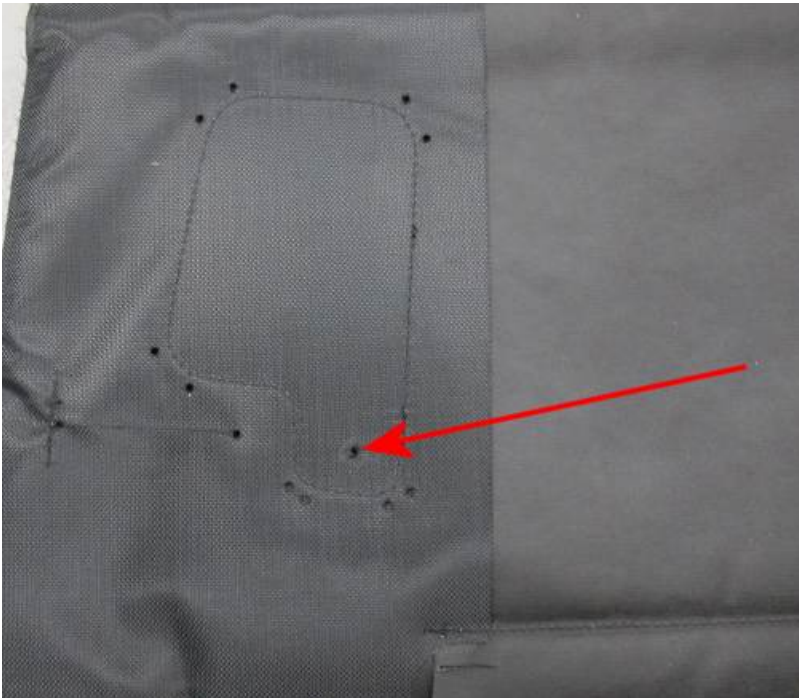


Figure 4

- Referring to Figure 5 - Insert the rivet/washer through the top hole of the tensioning strap (long strap end)

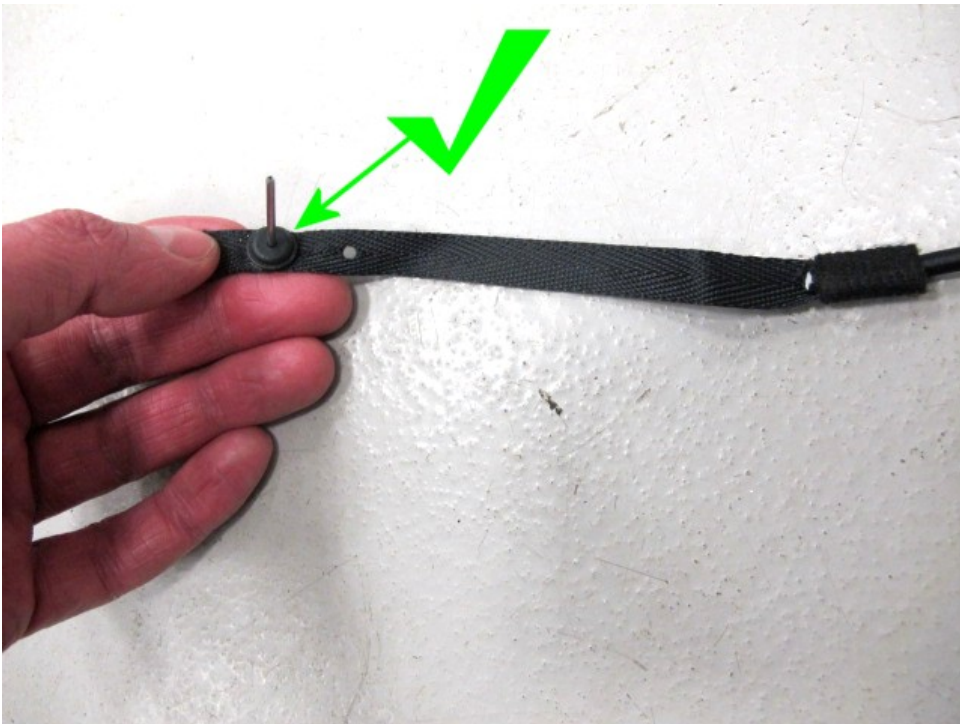


Figure 5

- Referring to Figure 6 - Insert the rivet and strap assembly into the hole (A) **IMPORTANT:** When positioning the new strap prior to riveting ensure the orientation is correct: The long strap end should be as (B) **NOTE:** *The strap should be positioned as shown*

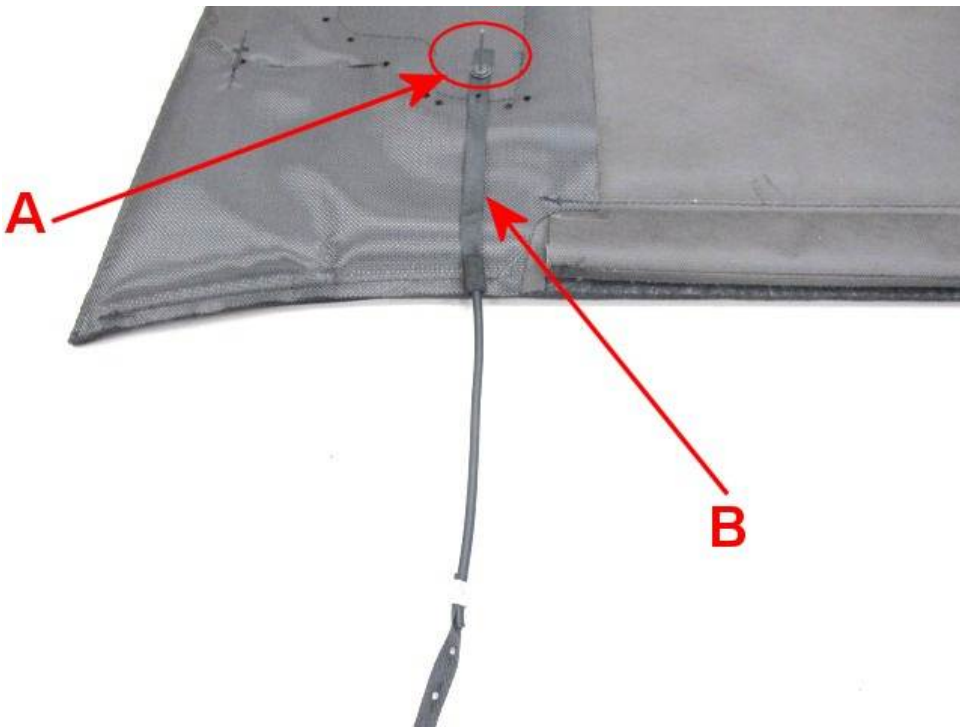


Figure 6

**IMPORTANT:** When positioning the new strap prior to riveting ensure the orientation is correct: The long strap end and the crimped ferule should be positioned as shown in Figure 7



Figure 7

- Secure the strap to the insulation pad using a suitable rivet gun (Figure 8)

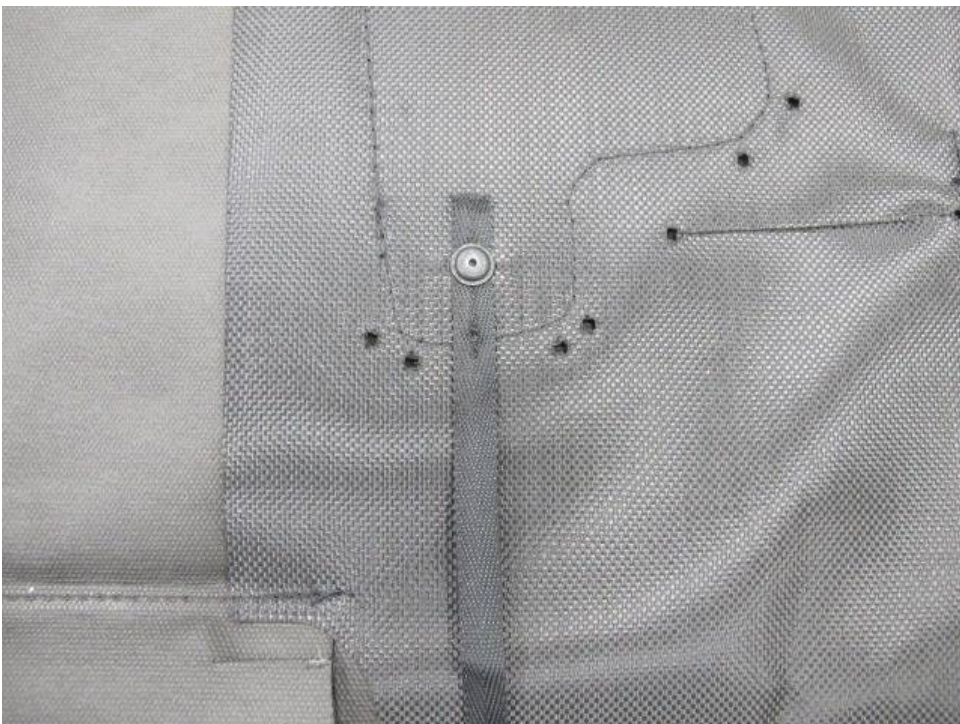


Figure 8

- 2) Repeat the previous steps on the opposite side of the insulation pad, once complete the insulation pad should be as shown in Figure 9

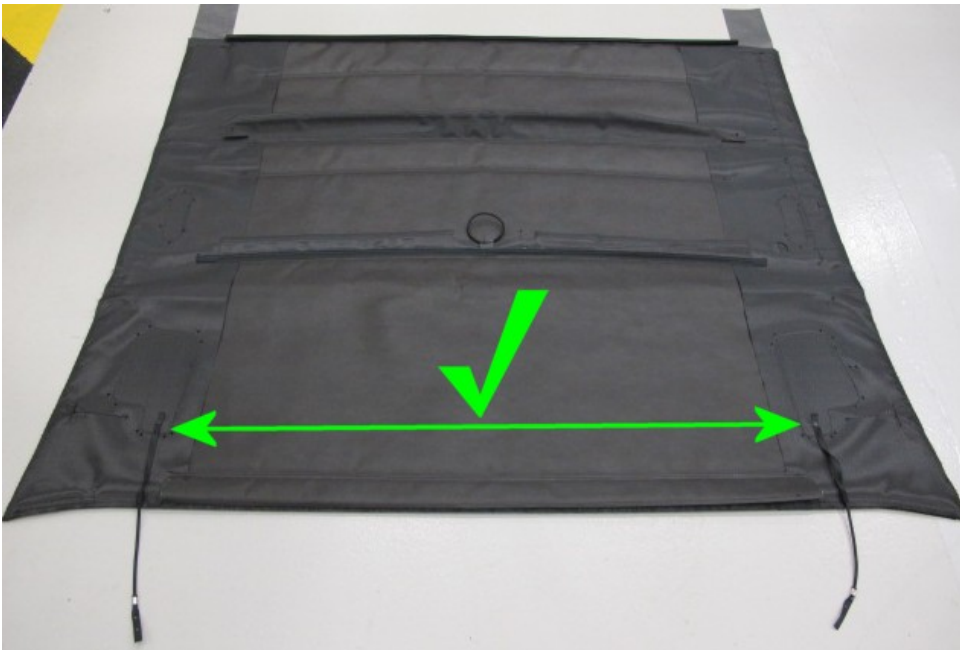


Figure 9

3) Tension strap location/fitting instructions

□

The current repair manual fitting instructions for the insulation pad must be followed as per Repair.Gr 61

However

The tension strap location/fitting instructions are not currently visible within the repair manual, the onward procedure must be conducted on the left hand and right hand side

- Referring to Figure 10, Ensure the strap is routed under bow 5 and 6

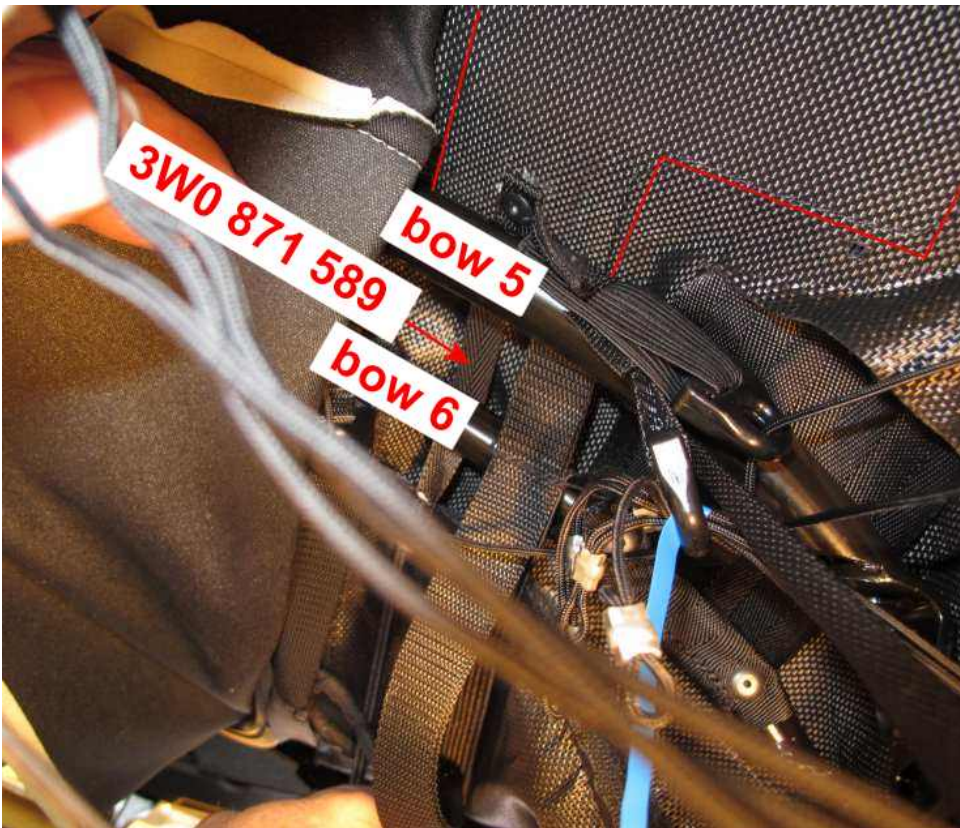


Figure 10

- With the headliner unclipped from the rear bow (A) locate position (B) on the rear bow remove the rivet securing existing strap at point (B) (Figure 11)

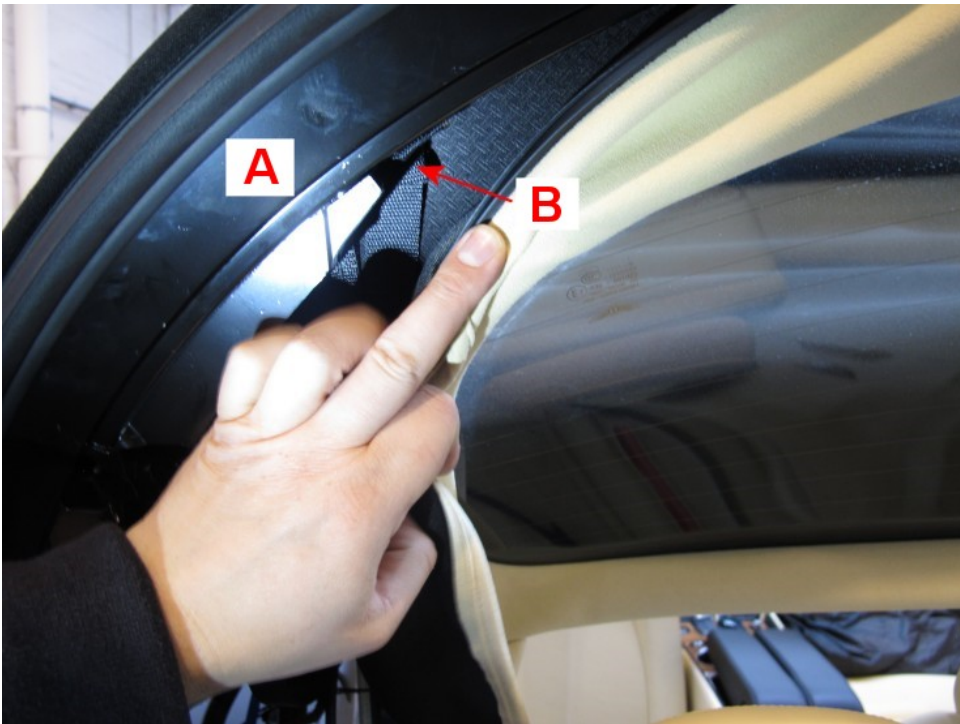


Figure 11

- When positioning the new strap at the rear bow prior to riveting ensure the orientation is correct: The short strap end should be folded/doubled over (Figure 12)



Figure 12

- At the rear bow (A) Re make connection using rivet WKN 070 058 at (B) adding the short end of new strap (part number 3W0 871 589) with the original strap (C) (Figure 13)

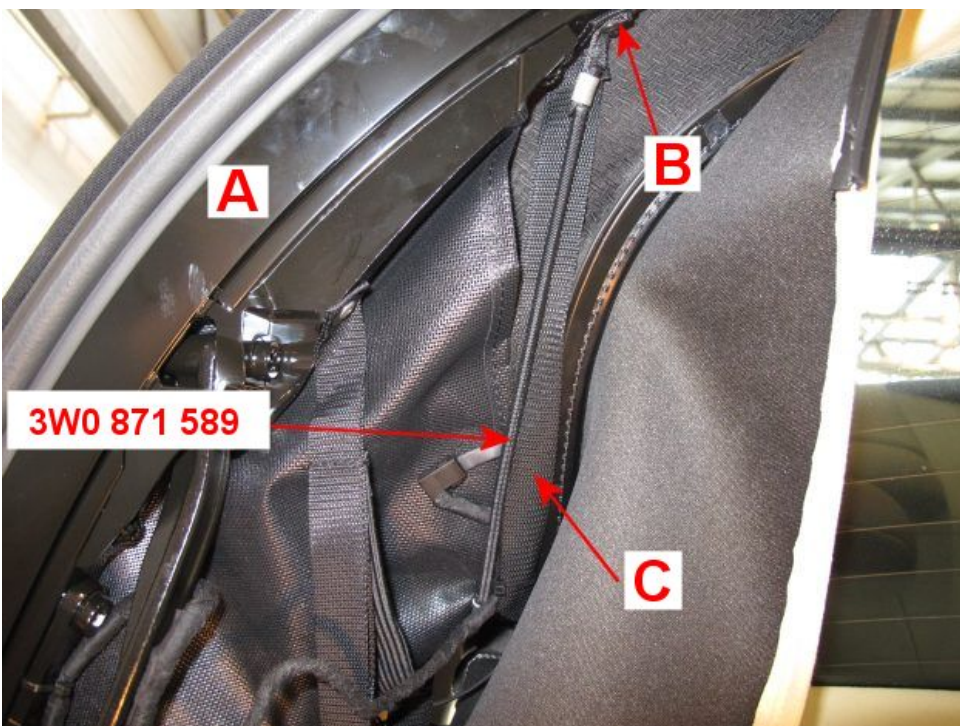


Figure 13

## Section 2 – Fixing holes not present

### 1) Referring to Figure 14

- Drill a 3.5mm hole through the plastic reinforcement plate **NOTE: CARE MUST BE TAKEN TO AVOID DRILLING THROUGH THE OPPOSING SIDE OF THE INSULATION PAD**

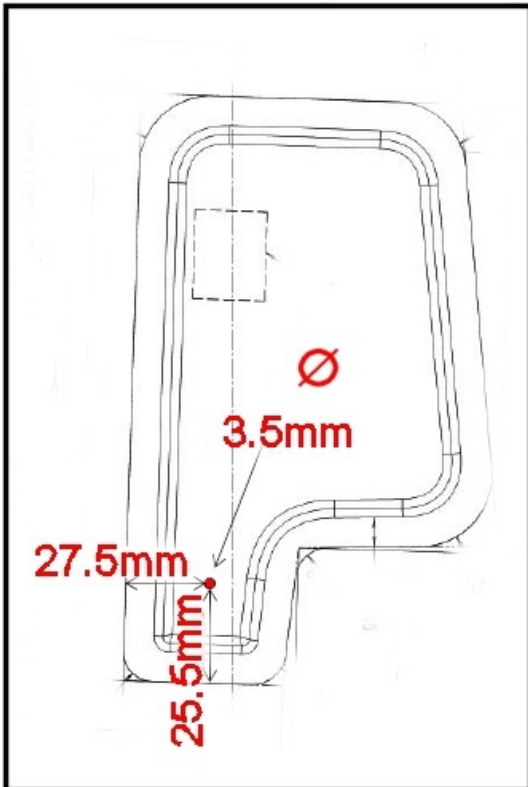


Figure 14

- Repeat on the opposing side of the insulation pad

### 2) Follow all instructions within Section 1 to fit the two tension straps

## Warranty

### Time to conduct Section 1

Warranty Type	710 or 790
Labour Operation Code	61 06 01 51 (Use 61 06 01 99 until 12/03/20)
Damage Service Number	61 06
Damage Code	Select Damage code depending on reason for pad replacement
Time	10 Time units

### Time to conduct Section 2

Warranty Type	710 or 790
Labour Operation Code	61 06 41 52 (Use 61 06 41 99 until 12/03/20)
Damage Service Number	61 06
Damage Code	Select Damage code depending on reason for pad replacement
Time	20 Time units

### Time to replace the insulation pad Continental GTC 2007 - 2011

Warranty Type	710 or 790
Labour Operation Code	61 06 19 00
Damage Service Number	61 06
Damage Code	Select Damage code depending on reason for pad replacement
Time	590 Time units

### Time to replace the insulation pad Continental GTC 2012 - 2018

Warranty Type	710 or 790
Labour Operation Code	61 06 19 00

Damage Service Number 61 06

Damage Code Select Damage code depending on reason for pad replacement

Time 490 Time units

### Required Parts and Tools

Part number	Description	Quantity
3W7 871 057	Insulation pad	1

*NOTE: The following parts will automatically be supplied when the insulation pad is ordered do not order these parts (order the insulation pad only)*

<i>3W0 871 589</i>	<i>Tension straps</i>	<i>2</i>
<i>NBC 876 865A</i>	<i>Washer</i>	<i>2</i>
<i>WKN 070 030</i>	<i>Rivet (Insulation pad as Figure 3)</i>	<i>2</i>
<i>WKN 070 058</i>	<i>Rivet (Rear bow Figure 13 Point B)</i>	<i>2</i>