

## Technical product information

<b>Topic</b>	Convertible hood cannot close - Temporary repair solution - Header trim flap eyelet broken
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2060120/1
<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	functionality	

## Vehicle data

### New Continental GTC

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*

## Documents

Document name
master.xml

## Customer statement / workshop findings

Convertible hood cannot close/latch due to a broken eyelet. The eyelet is part of the header trim flap (Figure 1)



Figure 1

Should the issue be as shown in Figure 1, please refer to the two possible temporary repair options within the Technical background section

## Technical background

**CAUTION:** The Operative **MUST** ensure that all interior/exterior trim assemblies are suitably protected. Warranty payments will not be considered under any circumstances for any damage

*Option 1* - Manually assist the flap to allow the hood to fully close and latch as shown in the video within the Bentley Hub reference TPI 2060120/-

Great care must be taken when conducting the manual assist procedure



Once the manual assistance procedure has been conducted the hood should not be opened as the manual assistance procedure must then be repeated each time the hood is operated (*Applicable to option 1 only*)

*Option 2* - Remove the affected flap assembly from the header trim panel **NOTE:** The convertible hood can be used as normal in this scenario although the flap assembly is removed

The removed flap should be stored safely at the retailer

Or

Stored safely within the vehicle

**NOTE:** *New parts will be available - Do Not discard any of the removed parts unless advised*



The retailer **MUST** advise the customer that the flap has been removed and will be refitted once new parts are available, The customer should be advised not to place anything in the vicinity of the removed flap as a small gap will be evident

## Production change

Under investigation

## Measure

The following procedure can be conducted on either side (depending on which side the issue is evident) Please Note a second operative will be required to support the header trim panel whilst the applicable flap assembly is removed as the cord on the opposing side should stay connected (for this procedure only)

1) Move the hood to the "service position". Refer to "Convertible hood - service position" Rep.Gr 61

NOTE: The header trim panel is held in place using two types of fixings (x2 fixings and x4 fir tree clips) as detailed in the onward procedure

2) Referring to Figure 2 - Undo the 2 fixings (4 Nm) -arrowed-

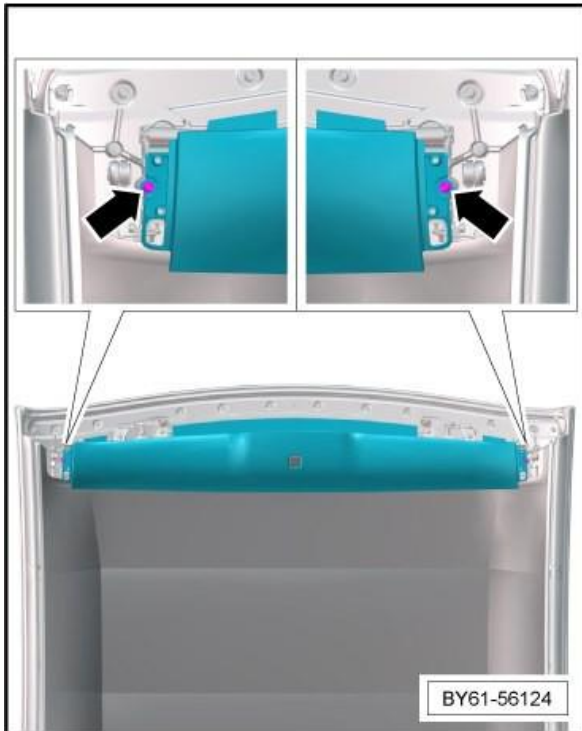


Figure 2

3) The header trim panel is now held in place by 4 "fir tree" type fixings

- With extreme care - Take hold of the header trim panel as shown, and carefully pull it downwards from the rear to release it from the hood frame (Figure 3)

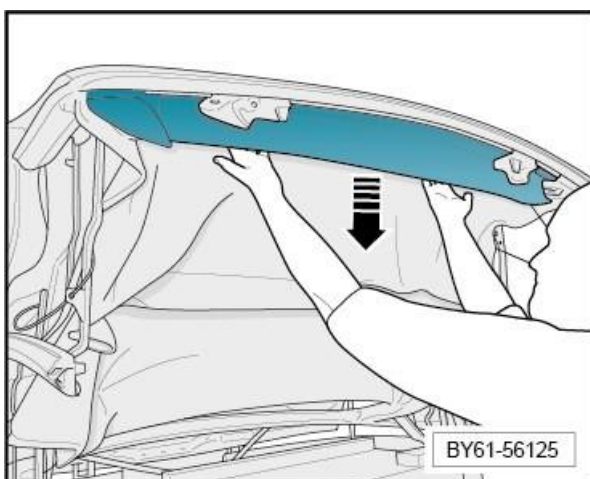


Figure 3

- Move the header trim panel backwards, towards the rear of the vehicle, disengaging it from above the header bow seal

**!** IMPORTANT: The use of a second operative is now required, to support the trim panel as the opposing cord is still connected, DO NOT allow the trim panel to hang unsupported by the remaining cord as damage to the opposing eyelet – cord or trim panel may occur

- Referring to Figure 4 - Remove the cord through the redirector -1-

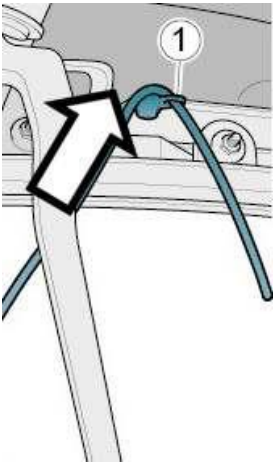



Figure 4

4) Referring to Figure 5- Locate the rivet (Point A) which secures the header trim flap cord to the hood frame (DO NOT REMOVE THE RIVET)

The cord should now be cut at the point shown above the rivet  Take care not to cut or damage any components other than the cord shown

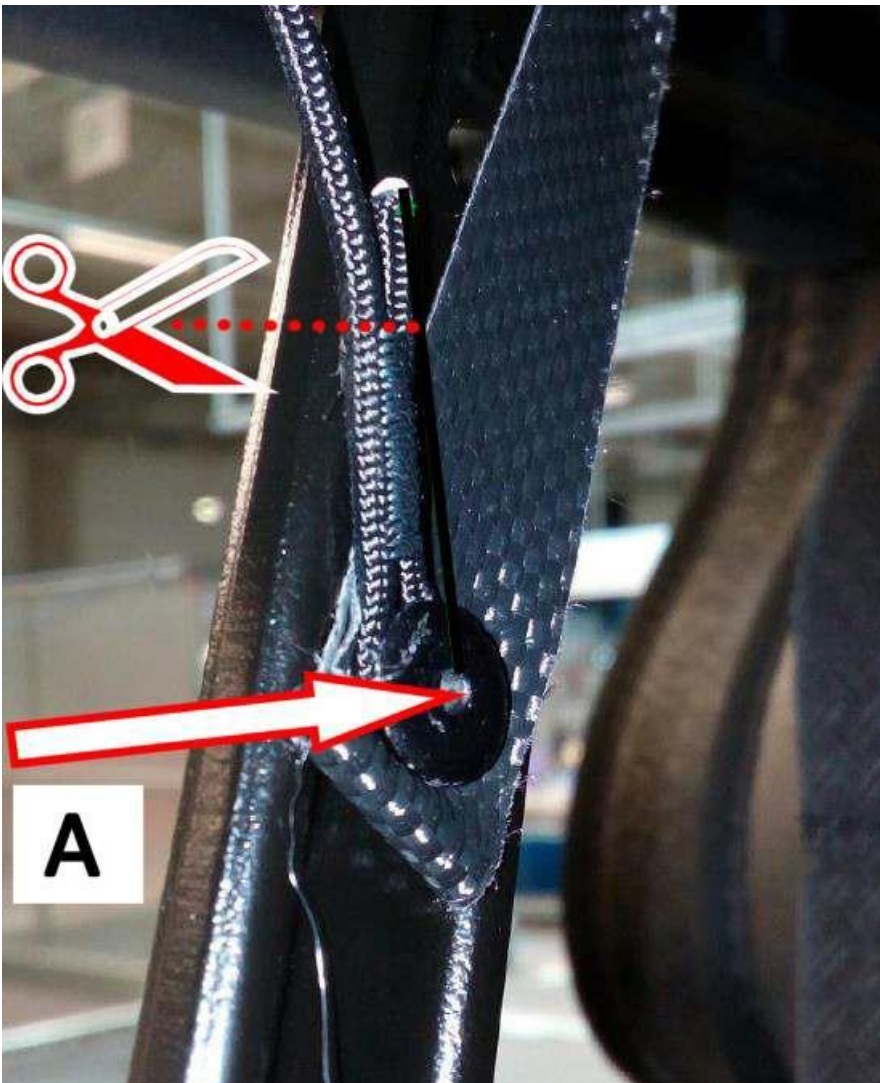


Figure 5

5) Referring to Figure 6- Remove the two flap assembly screws shown, With care remove the assembly away from the header trim- NOTE: Discard the screws

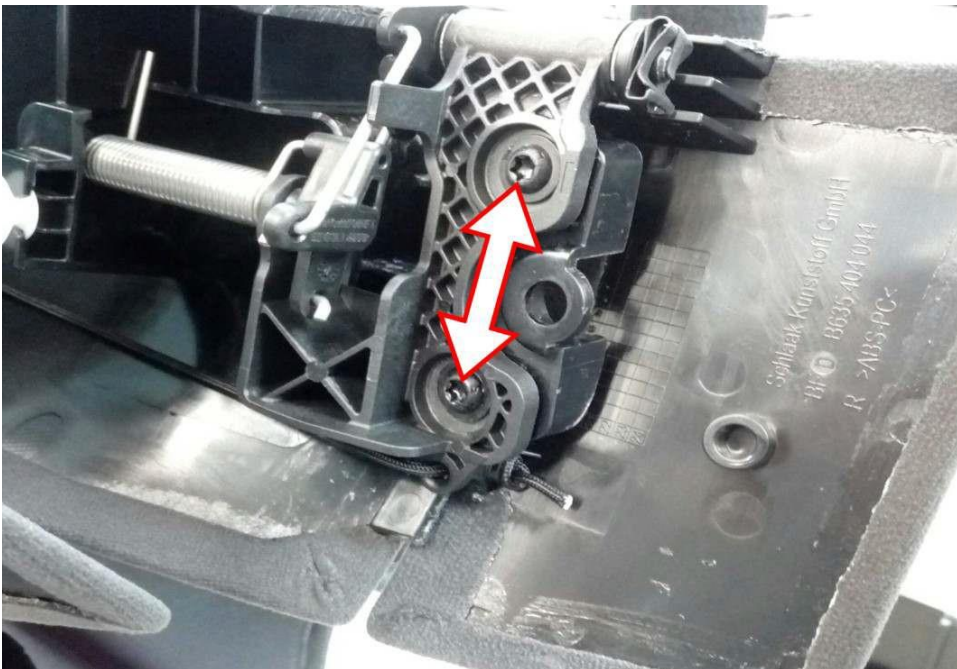


Figure 6

6) Retrieve the washers which are fitted behind the assembly (Figure 7) NOTE: Discard the washers

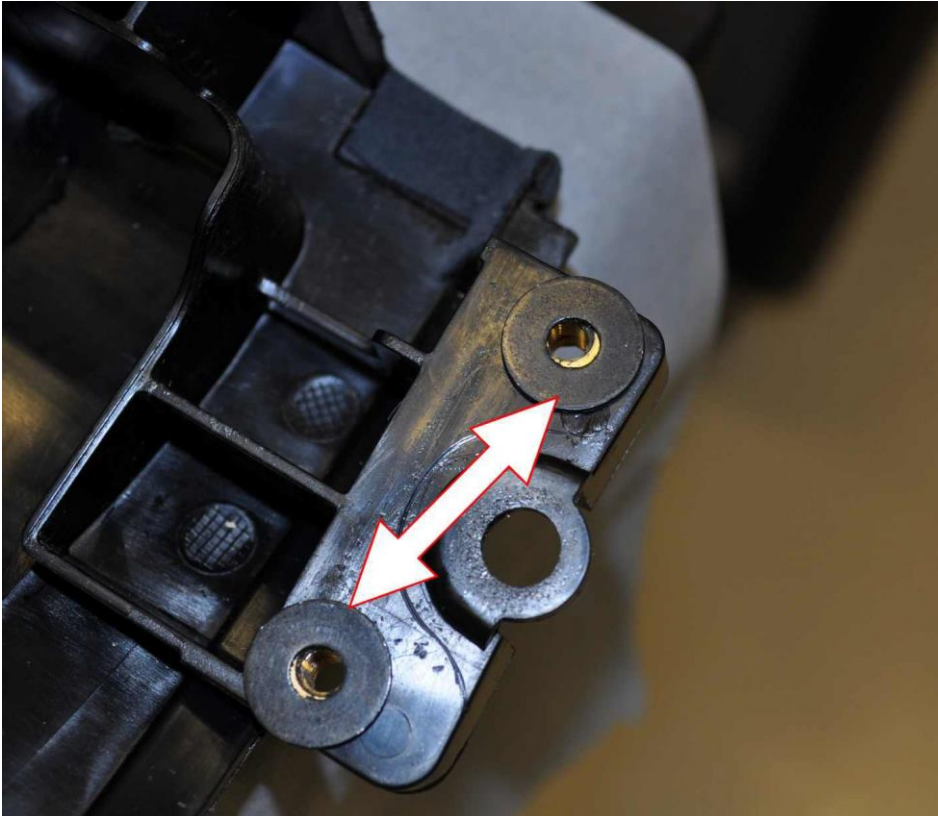


Figure 7

- The removed assembly should be as shown (Figure 8)

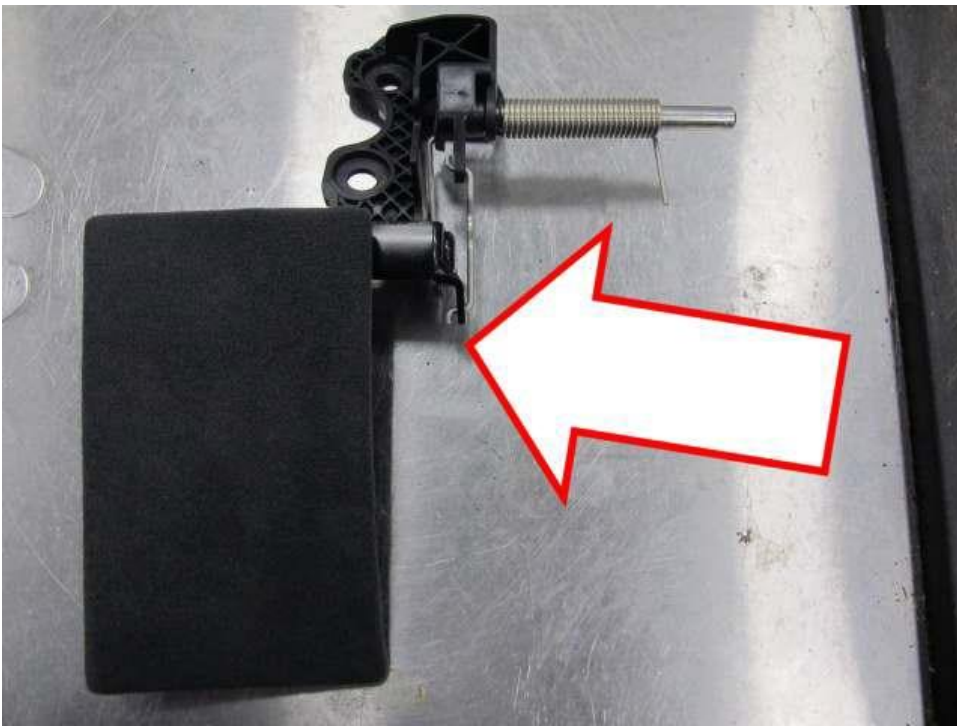


Figure 8

7) The header trim panel can now be refitted - Refer to Rep.Gr 61 – Once refitted the header trim panel gap will be as shown in Figure 9

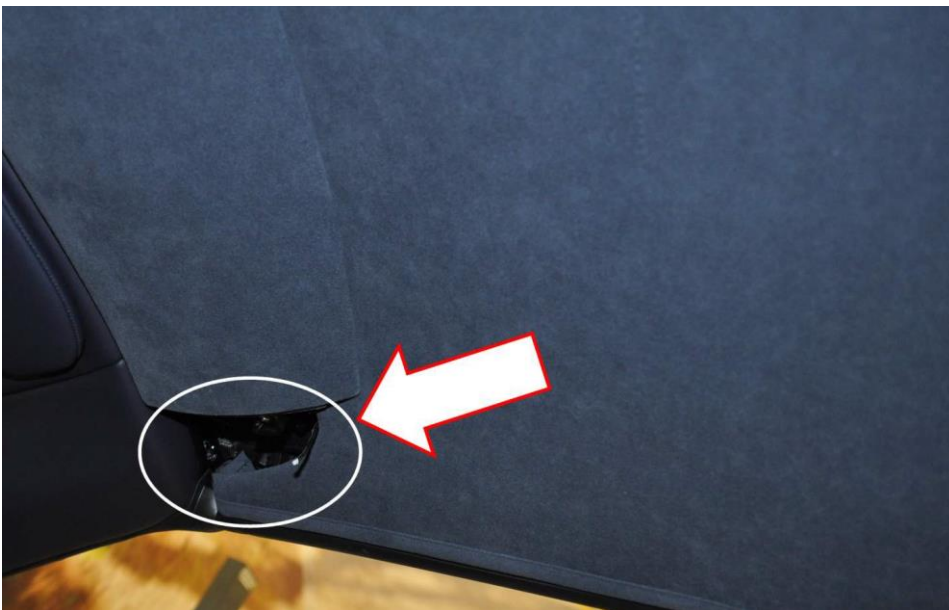


Figure 9

[Warranty accounting instructions](#)

Header trim removed and refitted

Warranty type 110 or 910

Damage service number 6101

Damage code 00 10

Labour

Labour Operation Code 61 21 19 01

Time 30 Time units (Use 99 code until 06/08/20)

Flap assembly removed

Labour

Labour Operation Code 61 21 55 51 (Use 99 code until 06/08/20)

Time 10 Time units