

## Technical product information

<b>Topic</b>	Rear centre armrest lid - Poor magnetic retention
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2061343/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> operation and control, seats, seatbench, armrests, 2nd row	functionality	

## Vehicle data

### New Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*

## Documents

Document name
master.xml

## Customer statement / workshop findings

Rear centre armrest lid has poor magnetic retention to the main armrest, this can lead to a crease in the leather (Figure 1)



Figure 1

## Technical background

Rear centre armrest lid has poor magnetic retention to the main armrest

## Production change

-

## Measure

*NOTE: Currently there is no instruction within the repair manual, please refer to Figures 2 and 3 for clarification/instruction regarding disassembly and assembly of the rear arm rest*

1) Perform a check of the magnets to confirm the following:

- Check/confirm that no magnets are missing

- Check/confirm that both magnet pairs are positioned in the correct polarity to attract each other
- The two catch magnets are located in the armrest stowage bezel (Figure 2)

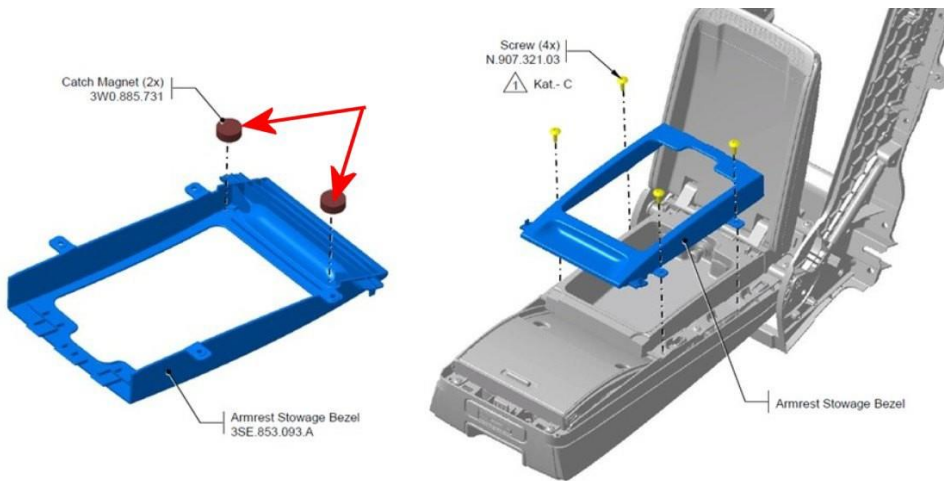


Figure 2

- The two opposing catch magnets are located in the latch handle of the armrest lid

2) Check the polarity of each magnet pair. If they are opposing each other, swap the magnet around so it changes the polarity.

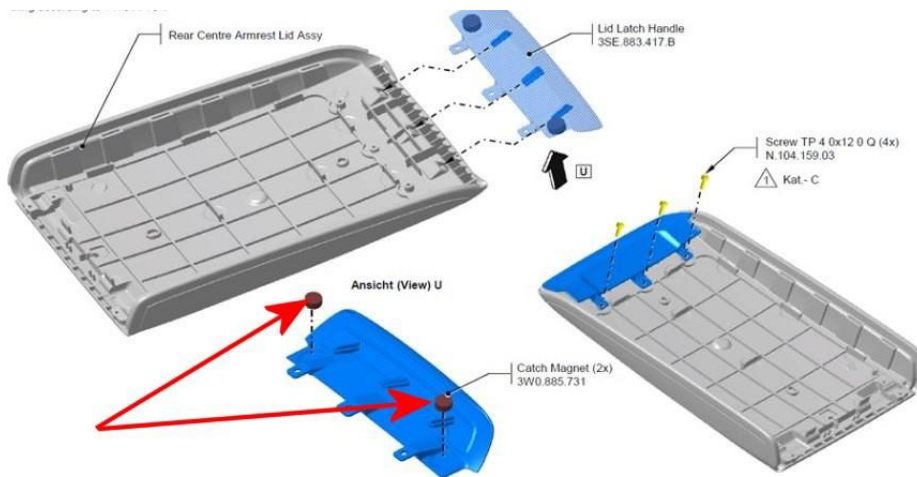


Figure 3

The procedure in Step 3 requires ( when applicable) the crease removing from the armrest, the operative should refer to the applicable extracts from Rep.Gr 74 Seat trim repairs regarding crease removal

3) Improve the condition of the trim – Refer to the repair instructions within Rep.Gr 74 Seat trim repairs - Best practice guide - Finishing/reworking – Minor creases/wrinkles

## Warranty accounting instructions

### Step 1

Warranty type 110 or 910

Damage service number 72 20

Damage code 00 16

### Labour

Labour operation code 72 20 41 01

Time 20 Time units

### Step 2

#### Labour

Labour operation code 72 20 41 02

Time 20 Time units

### Step 3

#### Labour

Labour operation code 72 20 41 03

Time 20 Time units

*NOTE: For all of the above LOT codes use the 99 index until 10/12/20*

Parts information

Part number	Description
3W0 885 731	Magnets (order quantity as required)