

Technical product information

Topic	Convertible hood cannot close - Header trim flap eyelet broken
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2060120/3
Level	EH
Status	Approval
Release date	

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		*	*	*
3S4*	2021	E		*	*	*

Documents

Document name
master.xml

Convertible hood cannot close - Header trim flap eyelet broken

Customer statement / workshop findings

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



Figure 1

TIP: In the event the hood is required to be closed prior to conducting the repair within this TPI, the operative should follow the manual assist procedure to allow the hood to fully close and latch as per the video located within the Bentley Hub reference TPI2060120/-

IMPORTANT: Great care must be taken when conducting the manual assist procedure

Technical background

A kit of parts to replace the right and left hand trim flaps is now available (Figure 2)

NOTE: The trim flaps should be replaced in pairs

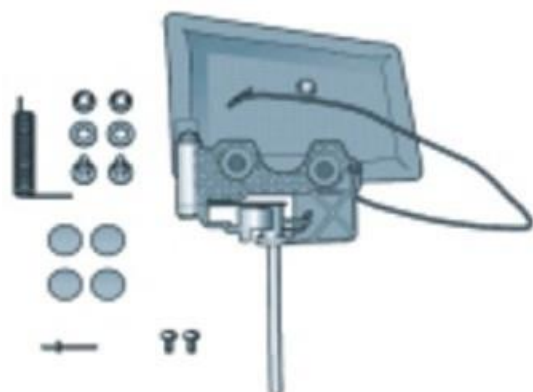


Figure 2

Production change

-

Measure

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

1) Remove the header trim panel – Refer to Rep.Gr 61

2) Replace the right and left hand trim flap assemblies

TIP: Ensure the two washers are in place prior to fitting the replacement flap assembly (Figure 3)

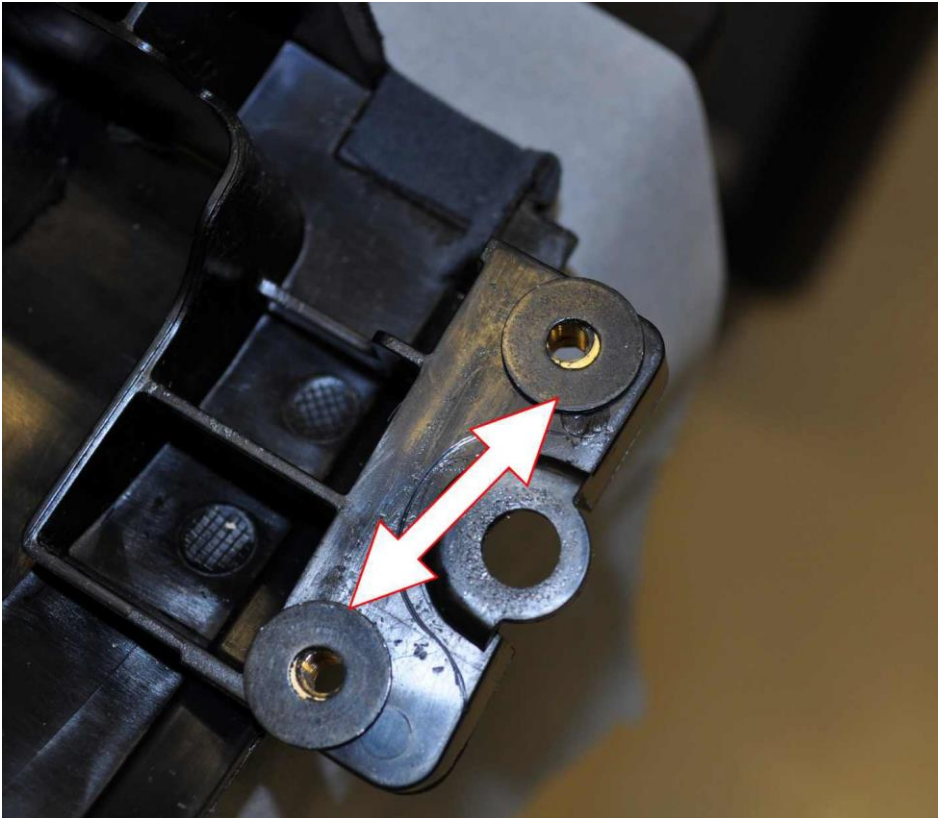


Figure 3

3) Repeat Step 2 on the opposing side

4) Refit the header trim panel – Refer to Rep.Gr 61

Warranty accounting instructions

Header trim removed and refitted

Warranty type 110 or 910

Damage service number 6121

Damage code 00 10

Labour

Labour Operation Code 61 21 19 01

Time 30 Time units

Right and left hand Flap assemblies replaced

Labour

Labour Operation Code 61 92 56 50 (Use 99 index until 11/03/21)

Time 20 TU

Parts information

Refer to the ETKA parts catalogue