### Field campaign

**Topic**
New Continental GTC - Header flap - Cord replacement (SC21/24)

**Market area**
Russische Föderation (5RU), Australia E04 Bentley rest Asia and Australia (6E04), China 796 VW Import Comp. Ltd (Vico), Beijing (6796), Germany E02 Bentley rest Europe (6E02), Japan E03 Bentley Japan (6E03), United Arab Emirates E06 Bentley Middle East and Africa (6E06), United Kingdom E01 Bentley UK (6E01), United States E05 Bentley USA and rest America (6E05)

**Brand**
Bentley

**Transaction No.**
2063926/1

**Campaign number**
EC06

**Note**

**Type**

**US code**

### Vehicle data

**New Continental GTC**

**Sales types**

<table>
<thead>
<tr>
<th>Type</th>
<th>MY</th>
<th>Brand</th>
<th>Designation</th>
<th>Engine code</th>
<th>Gearbox code</th>
<th>Final drive code</th>
</tr>
</thead>
<tbody>
<tr>
<td>3S4*</td>
<td>2019</td>
<td>E</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td>3S4*</td>
<td>2020</td>
<td>E</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>*</td>
</tr>
</tbody>
</table>

**Chassis numbers**

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Filler</th>
<th>Type</th>
<th>Filler</th>
<th>MY</th>
<th>Factory</th>
<th>From</th>
<th>To</th>
<th>Prod from</th>
<th>Prod to</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCB</td>
<td>*</td>
<td>*</td>
<td>*</td>
<td>C</td>
<td>064922</td>
<td>076460</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Documents

- master.xml
- headertrim.pdf
- sc2124vinlist.pdf
Technical background

The right and left hand convertible header flaps are operated by individual cords.
A small batch of header flap cords were manufactured out of specification (to short).
During operation, the out of specification cords pull against the eyelet, this can result in damaged/broken eyelets (Figure 1) the cord then becomes detached from the flap, resulting in a clash condition between the flap and the top of the header trim panel.

![Figure 1](image_url)

PLEASE NOTE: In the event that TPI 2060120/ - has been previously conducted using (Header flap kit 3SD 871 261A plus colour code)
Or
The cord kit 3SD 871 261C has been previously fitted
Or
The front trim panel 3SD 871 261 (plus colour code) has been previously fitted No further action is required.
The operative should submit a Warranty claim via SAGA for a total of 10 Time units, this will ensure the VIN is removed from the applicability list please also place a yellow paint completion mark on the inner face of the left hand header trim flap see Identification section.

Remedy

- The right and left hand header trim eyelets (Figure 2) require checking for any signs of damage/wear as described in Section 1 of the Work section.
NOTE: Should no signs of damage/wear be found on the right and left hand eyelets, only the right and left hand cords should be replaced as described in Section 1.

However, in the event that wear/damage is evident, the right and left hand header flaps must be replaced as described in Section 2.

Please note: The right and left hand header flap kits contain all of the required parts.

Customer notification

Customers do not need to be informed directly of this campaign. Please ensure that all affected vehicles are checked and repaired at the nearest opportunity or during a service visit. You should also inform your new and used car sales departments so that the vehicles affected can be checked and, if necessary, repaired immediately (not just before sale).

Warranty accounting instructions

Inspection of the right and left hand eyelets including right and left hand cord replacement (Section 1)

<table>
<thead>
<tr>
<th>Warranty type</th>
<th>710 or 790</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labour operation code</td>
<td>61 92 01 00 (Use 61 92 01 99 until 12/08/21)</td>
</tr>
<tr>
<td>Damage service number</td>
<td>EC06</td>
</tr>
<tr>
<td>Damage code</td>
<td>00 66</td>
</tr>
<tr>
<td>Time</td>
<td>20 Time units</td>
</tr>
<tr>
<td>Criteria ID</td>
<td>01</td>
</tr>
</tbody>
</table>

Header trim removed and refitted (Section 2 only)

| Labour Operation Code | 61 21 19 01 |
| Time | 30 Time units |

Inspection of the right and left hand eyelets including flap assembly replacement - (Section 2 only)

| Labour Operation Code | 61 92 56 50 |
| Time | 20 TU |

Genuine parts

IMPORTANT: The retailer should pre order x1 cord kit to ensure the parts have arrived before the vehicle arrives at the applicable retailer.

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre.
Parts supply

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>3SD 871 261C</td>
<td>Header flap cord kit</td>
<td>1 (Section 1 only)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>x1 kit = 2 cords and 2 rivets</td>
</tr>
<tr>
<td>3SD 871 261A (Plus colour code) Refer to ETKA using the applicable VIN</td>
<td>Header flap kit (right and left hand side)</td>
<td>1 (Section 2 only)</td>
</tr>
<tr>
<td>Refer to ETKA</td>
<td>Header trim fir panel tree clips</td>
<td>As required (Section 2 only)</td>
</tr>
</tbody>
</table>

Parts despatch control
Not applicable

Repair instructions

Technical background

The right and left hand convertible header flaps are operated by individual cords
A small batch of header flap cords were manufactured out of specification (to short)
During operation, the out of specification cords pull against the eyelet, this can result in damaged/broken eyelets (Figure 1) the cord then becomes detached from the flap, resulting in a clash condition between the flap and the top of the header trim panel

Figure 1

PLEASE NOTE: In the event that TPI 2060120/ - has been previously conducted using (Header flap kit 3SD 871 261A plus colour code)

Or

The cord kit 3SD 871 261C has been previously fitted

Or
The front trim panel 3SD 871 261 (plus colour code) has been previously fitted.

No further action is required.

The operative should submit a Warranty claim via SAGA for a total of 10 Time units, this will ensure the VIN is removed from the applicability list please also place a yellow paint completion mark on the inner face of the left hand header trim flap see Identification section

**Check**

If the vehicle is not already listed as repaired in ‘Repair history’ (in Elsa Pro) check the vehicle has the yellow paint mark on the inner face of the left hand header trim flap (see Identification section)

In the event the campaign has not been applied, please carry out the required work in accordance with these instructions

**Genuine parts**

- IMPORTANT: The retailer should pre order x1 cord kit to ensure the parts have arrived before the vehicle arrives at the applicable retailer.

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

**Work**

- VERY IMPORTANT: Before conducting this procedure the Operative must observe and familiarise themselves with Rep.Gr 61 - Convertible hood assembly - safety precautions

CAUTION: The instructions within Rep.Gr 61 must be strictly adhered to.

IMPORTANT: The operative MUST ensure all trim and applicable components are suitably protected, any damage to trim or components will not be considered for Warranty payment.

**Inspection - All vehicles**

1) Referring to Rep.Gr 61 - Manoeuvre the hood to the service position

- IMPORTANT: The next part of the procedure requires the use of a drill and drill bit to remove the rivet head from the second upright linkage - Do not attempt to completely drill out the rivet from the linkage, the operative must only use the drill to remove the rivet head. A suitable drift should then be used to remove the remaining part of the rivet from the linkage.

Hint: A short video is also available to view on the Bentley hub regarding cord replacement reference - EC06 (21/24)

- The operative must ensure that when removing the rivet head that all trim is protected.

- Ensure the drill or drill bit does not contact any of the trim or hood components. Figure 3 (circled) shows a potential clash condition between the drill and headliner whilst drilling off the rivet head.

![Figure 3](image)

- IMPORTANT: The operative MUST ensure all trim and applicable components are suitably protected, any damage to trim or components will not be considered for Warranty payment.
2) Referring to Figure 4 - Using a 3.4 mm drill bit, remove the rivet head from the second upright linkage

![Figure 4](image)

3) Referring to Figure 5 - Use a suitable drift/hammer to remove the remaining part of the rivet from the linkage

NOTE: The cord and tape should now be free

![Figure 5](image)

4) Referring to Figure 6 - With extreme care to ensure no damage is caused to any trim or components - Using a sharp blade (e. g Stanley knife) or sharp trim scissors - Cut the cord at the location shown

![Figure 6](image)
5) Referring to Figure 7 - Note the routing of the cord to aid installation - Remove the cord as follows:

- Pull/thread the cord out through the primary redirector (A)
- Pull/thread the cord out through the secondary redirector (B)
- Pull/thread the cord out through the flap eyelet (C)

6) Referring to Figure 8 - Inspect the eyelet for any wear/damage
7) Repeat steps 2 through 6 on the opposite side of the vehicle

   VERY IMPORTANT: In the event that no significant damage/wear is evident on the right and left hand eyelets that could lead to eyelet failure the operative should conduct Section 1 and replace the right and left hand cords

   Or

   In the event that one or both eyelets have signs of wear which could lead to the eyelet failure, the operative must conduct Section 2 to replace the right and left hand header trim panel flaps

   Section 1 - Header flap cord kit replacement

   1) Referring to Figure 9
      - Feed the new cord through the primary redirector (A)
      - Feed the new cord through the secondary redirector (B)
      - Feed the new cord through the flap eyelet (C)

   Figure 9

   2) Referring to Figure 10 - Using suitable flat-nose pliers, tighten the knot by pulling the cord
      - The knot (once securely tied) must be below the white dot (Figure 10)
With extreme care to ensure no damage is caused to any trim or components - Use a sharp blade (e.g. Stanley knife) or very sharp trim scissors (to minimise fraying) - Cut the cord at the location shown, leaving 10mm below the knot.

3) Conduct the rivet procedure as follows:

- Referring to Figure 11 - When riveting the cord -1- and tape -2- to the second upright linkage, use the rivet provided within the kit (Arrow)
- Place the cord loop -1- and the tape -2- onto the rivet, and ensure that the cord is in an upright position before riveting

4) Repeat steps – 1, 2 and 3 on the opposing side

- Remove the hood from the Service position
- Check to confirm the roof opens and closes to specification including the correct operation of the header flaps

5) Place a yellow paint completion mark on the inner face of the left hand header trim flap see Identification section

Section 2 - Header trim panel flap replacement

1) Referring to Rep.Gr 61 - Replace the right and left hand header trim flaps NOTE: Replacement cords are pre fitted to the new header trim flap panels

- Remove the hood from the Service position
- Check to confirm the roof opens and closes to specification including the correct operation of the header flaps

- In the event the header trim panel procedure is not visible for the applicable VIN please refer to the attached instruction document (PDF)

2) Place a yellow paint completion mark on the inner face of the left hand header trim flap see Identification section
Identification

Yellow paint mark on the inner face of the left hand header trim flap
General Information

The header trim panel must be removed in order to remove the header trim panel flaps.

Special tools and workshop equipment required

♦ None

Torque tightening values

Unless otherwise shown, standard torque values apply. ⇒ /BAS/After Sales Publication/Body/00 - Technical data, Materials

Single use items

Within this procedure there are single use items which must be replaced and not reused. Ensure that new replacements are available prior to starting this procedure.

Removal

– Remove the header trim panel. Refer to “Convertible hood header trim panel - To remove and fit”. ⇒/BAS/After Sales Publication/Body/61 - Convertible top, Hardtop, Canopy

– Place the header trim panel onto a protected surface.

– Remove and dispose of the 2 fixings -arrowed-, (3.5 Nm).
– Raise the torsion spring leg -1-, and slide the flap assembly -2- outwards, off the trim panel -3-.

Note

Ensure that the bushing -1- remains in place in the header trim panel -2-. 
If replacing the header trim panel flap assembly and re-using the torsion spring, remove the torsion spring -1- by sliding it off the shaft -2-.

Installation

Installation is the reverse of removal procedure, noting the following:

If it has been removed, refit the torsion spring to the shaft, ensuring that the leg -1- locates fully in the hole -2-. 
– Pull the torsion spring leg -1- upwards slightly, check that the bushing -3- is in place, and insert the shaft -4- into the bushing.

– Gently release the torsion spring leg so that it sits on the “rib” -2- of the header trim panel.

**Note**

*Ensure that both torsion spring legs are correctly located.*

– Place the 2 washers -arrowed-, into position between the
header trim panel flap assembly -1- and the header trim panel -2-, and using 2 new fixings, loosely assemble the flap assembly to the header trim panel.

![Image showing header trim panel and flap assembly alignment](image)

**Note**

*Do not tighten the fixings at this point.*

- Align the flap assembly to the header trim panel, ensuring that the edges -1- of the two panels align, and that the gap -arrowed- between the two panels is 2.5mm (+0.5/-1.5) and consistent along the whole length.
Caution

*Misalignment of the panels can cause damage to both the header trim panel and the header trim panel flap assembly.*

– Torque tighten the fixings *arrowed*.

– Open and close the convertible roof, and check that the gap between the header trim panel flap assembly and the header trim panel are within the tolerance specified above. Adjust if necessary.