

## Technical product information

<b>Topic</b>	Front centre console lid (cup holder assembly) fails to latch
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	20519377
<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 -> trays, storage compartments, handles	component / consumables	
body fixtures and fittings -> operation of storage compartments, trims	functionality	

## Vehicle data

### New Continental GT/C and New Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

## Documents

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

Front centre console lid (cup holder assembly) fails to latch

## Customer statement / workshop findings

Centre console storage box lid (cup holder assembly) fails to latch

## Technical background

Replacement of the lid mechanism pawl is required

## Production change

-

## Measure



Ensure all trim and leather components are suitably protected prior to starting and during this procedure

- 1) Remove the front centre console facia panel - Refer to Workshop manual Rep.Gr 68 - Front centre console facia panel - To remove and fit
- 2) Replace the pawl as per onward instructions



The use of eye protection is recommended when removing and refitting the location plug and spring

- Using a suitable flat headed tool carefully remove the retaining plug (Figure 1) CAUTION: Take care the spring does not disengage when the plug is removed



Figure 1

- Referencing Figure 2, Take note of the spring orientation and location, then remove the spring



Figure 2

**IMPORTANT NOTE:** When carrying out the remainder of the procedure ensure that the components mentioned are not forced or twisted as this can damage the mechanism which will result in cup holder assembly replacement

- Referring to Figure 3, Dislodge/manoeuvre the lid drive (Point A) from its upper axis
- Carefully disengage the lid drive locating peg (Point B) out and away from the pawl



Figure 3

- Referring to Figure 4, carefully rotate the pawl until the arms align with cut-out features on the holder Frame



Figure 4



Referring to Figure 5 ensure the pawl is positioned exactly as shown, **Do Not** attempt removal of the pawl from the lower axis unless in the position shown as the location tang can break

- Once the location is confirmed with extreme care and using a suitable flat headed tool, remove the pawl from the lower axis and discard as per local environmental guidelines



Figure 5

- Installation of the Pawl is the reverse of the removal procedure
- Check the storage box lid latches correctly by opening and closing the storage lid 10 times

3) Refit the front centre console facia panel - Refer to Workshop manual Rep.Gr 68 - Front centre console facia panel - To remove and fit

### Warranty accounting instructions

Warranty Type	110 or 910
Labour Operation Code	68 30 41 00
Damage Service Number	68 30
Damage Code	00 10
Time	70 Time units

## Parts information

Description	Part Number	Quantity
Pawl	3SA 857 185	1