

# Technical product information

<b>Topic</b>	New Continental GT and GTC - Front seat belt presenter arm is broken
<b>Market area</b>	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),Korea, (South) E08 Bentley South Korea (6E08),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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2071558/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## New customer code

Object of complaint	Complaint type	Position
occupant protection, pedestrian protection -> operation, control -> extend belt hand-over device	functionality -> without function / defect	
occupant protection, pedestrian protection -> operation, control -> feed out seat belt	functionality -> without function / defect	

# Vehicle data

## New Continental GT and GTC

### 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		*	*	*

# Documents

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

### Customer statement / workshop findings

Front seat belt presenter arm (driver and/or passenger) is snapped/broken (Figures 1,2 and 3)



Figure 1



Figure 2



Figure 3

### Technical background

In the event the symptoms are as described and the VIN is SCBCA13S6KC071401 or later the operative must refer to the Measure section of this TPI

However

In the event the VIN is up to and including SCBCD13S5KC071400 please refer to TPI 2068649/-

### Production change

Not applicable

### Measure

The operative must complete the attached questionnaire and await permission via DISS before replacing the seat belt presenter arm (driver and/or passenger)

#### NOTICE

Please ensure the following is attached to the DISS query, failure to include any of the required information could result in the warranty payment being cancelled

- Completed questionnaire
- Current ODIS log
- Photographs of the defective presenter arm(s)



**NOTE TO PRODUCT SUPPORT: Second level the DISS query to the body and trim Senior Engineer and await feedback before responding to the retailer**

### **Warranty accounting instructions**

Parts should not be replaced under warranty unless the questionnaire within the Measure section has been conducted and approved via the open DISS query

#### **Seat belt presenter arm replacement (x1)**

Warranty Type            910 or 110  
Labour Operation Code    69 26 19 01  
Damage Service Number   69 26  
Damage Code              00 10  
Time                        20 Time units

#### **Seat belt presenter arm replacement (x2)**

Warranty Type            910 or 110  
Labour Operation Code    69 26 20 01  
Damage Service Number   69 26  
Damage Code              00 10  
Time                        40 Time units

### **Parts information**

Refer to the ETKA parts catalogue

## **New Continental GT and GTC - Front seat belt presenter arm broken (driver and/or passenger) - Questionnaire**

Date:

Model:

Model Year:

VIN:

DISS Number:

Retailer name:

1) Which presenter arm is broken - driver or passenger?

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2) Please share a detailed description of the scenario leading up to the seatbelt presenter arm being broken:

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3) Did the issue occur when entering or exiting the vehicle ?

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4) Was the vehicle stationary when the failure occurred?

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5) Did the issue occur when driving below or above 10mph?

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6) Did the issue occur when an occupant in the rear was exiting the vehicle?

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7) How was the force applied to the seat belt presenter arm that led to the issue? Was force applied directly from an occupant to the presenter, or indirectly (i.e. via the seat belt)

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8) Did the issue occur whilst leaning on the presenter arm, i.e. during a visit to a drive through facility or whilst exiting a car park?

Additional Comments: