

## Field campaign

<b>Topic</b>	Curta n a rbag rep acement (RE20/04)
<b>Market area</b>	Ch na 796 VW Import Comp. Ltd (V co), Be j ng (6796),Germany E02 Bent ey rest Europe (6E02),Japan E03 Bent ey Japan (6E03),Un ted Arab Em rates E06 Bent ey M dd e East and Afr ca (6E06),Un ted States E05 Bent ey USA and rest Amer ca (6E05)
<b>Brand</b>	Bent ey
<b>Transaction No.</b>	2058235/1
<b>Campaign number</b>	RB46
<b>Note</b>	
<b>Type</b>	
<b>US code</b>	

## Vehicle data

### Bentayga

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2020	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	AB1	ZV	6	H	C				
SJA	AF1	4V	X	J	C				
SJA	AC2	ZV	8	J	C				
SJA	AM2	ZV	5	L	C				
SJA	A21	4V	2	L	C				
SJA	AM2	ZV	5	L	C				
SJA	A21	4V	4	L	C				
SJA	A21	4V	5	L	C				
SJA	AM2	ZV	7	L	C				
SJA	A21	4V	1	L	C				
SJA	A21	4V	X	L	C				
SJA	A21	4V	3	L	C				
SJA	AP1	4V	5	L	C				
SJA	A21	4V	1	L	C				
SJA	AP1	4V	X	L	C				
SJA	AL1	4V	0	L	C				
SJA	AP1	4V	6	L	C				

## Documents

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

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## Notes

▫ [Repair instructions](#)

### Technical background

The rep acement of the r ght or eft curta n a rbag s requ red due to an ssue wh ch has been dent fed by the manufacturer.

▫

***The operative MUST refer to the VIN's shown below to confirm which curtain airbag should be ordered and replaced (Left or Right)***

#### LEFT HAND CURTAIN AIRBAG REPLACEMENT

SJAAB1ZV6HC	████████
SJAAF14VXJC	████████
SJAAC2ZV8JC	████████
SJAAM2ZV5LC	████████
SJAA214V2LC	████████
SJAAM2ZV5LC	████████
SJAA214V4LC	████████
SJAA214V5LC	████████
SJAAM2ZV7LC	████████
SJAA214V1LC	████████
SJAA214VXLC	████████
SJAA214V3LC	████████
SJAAP14V5LC	████████

#### RIGHT HAND CURTAIN AIRBAG REPLACEMENT

SJAA214V1LC	████████
SJAAP14VXLC	████████
SJAAL14V0LC	████████
SJAAP14V6LC	████████

### Remedy

Rep acement of the VIN app cab e s de curta n a rbag

### Customer notification

Keepers of affected veh c es w be not fed n wr t ng by the Bentley reta er.

Please ensure that a affected veh c es are checked and repa red dur ng the next workshop v s t, make a note of the requ red Campa gn on the workshop order before t s s gn ed by the customer.

If t s om tted to perform the work requ red for the Campa gn dur ng a workshop v s t, the customer shou d be not fed mmed ate y.

You shou d a so pass on th s nformat on to your new and used car sa es departments so that affected veh c es are checked and f necessary repa red mmed ate y.

### Warranty accounting instructions

#### Time to replace the right hand s de curta n a rbag

Warranty Type 710 or 790

Labour Operat on Code 69 66 19 00

Damage Service Number RB46  
Damage Code 00 99  
Time 370 Time units  
Criteria ID 01

Warranty payment will not be released without a non-technical DISS query being raised, the query **MUST** also include the requested photographs of the right and left hand side curtain airbag inflator defect categories

## Genuine parts

Genuine replacement parts should be ordered from Bentley Motors Limited, Crewe or through your regional Bentley parts distribution centre.

## Parts supply

Part Number	Description	Quantity
36A 880 741E	Left hand side curtain airbag	Refer to the Technical background section to ensure correct VIN applicability
36A 880 742E	Right hand side curtain airbag	Refer to the Technical background section to ensure correct VIN applicability
8V0 867 276A	A - post cap	2 off

## Parts despatch control

Not applicable

## Questions and answers

### Fault

What is the specific issue with the affected vehicles?

It has been identified that a specific batch, due to inadequate welding by the supplier, of side curtain airbags may fail to inflate in the event of a collision deployment. This would reduce the effectiveness of the airbag system from protecting the occupants in an event where a side curtain airbag deployment was intended.

Why would the airbag fail to inflate?

A nozzle used to direct the gas from the storage unit (inflator) into the actual airbag (cushion) was not adequately welded in a specific batch of components. In the event of an inadequate welded nozzle, the gas may not be adequately directed into the cushion to enable a complete deployment of the airbag.

What airbags are affected?

Only a very small batch of Bentley side curtain airbags are affected. Records highlight no identified vehicle contains both left and right hand defective components from the identified batch.

Is this connected to any other recall?

Yes, Bentley is aware of the same concern affecting other vehicle manufacturers, who utilise the same supplier.

Which other OEMs are affected?

We would not disclose this type of information; it is the responsibility of the individual OEMs to perform their recall communication.

What repercussions does the fault have?

During an incident, where the side curtain airbag deployment is intended, the additional protection this side curtain airbag provides may not be available, increasing the risk of injury.

What about the other vehicle airbags?

The other airbags utilised in the vehicle are unaffected.

Have you seen any customer reports? Did it result in an accident/injury?

We have received no reports of any accidents or injuries associated with this recall.

What is the fix?

The solution is for authorised Bentley retailers to replace the potentially affected curtain airbag unit. This will take approximately four hours.

Can customers continue to drive the cars?

Yes, however, we encourage customers to arrange an appointment with their retailer as soon as possible.

Do I have to make an appointment?

Yes, that's important. Customers need to contact the nearest Bentley Motors retailer immediately.

### Vehicles affected

Which vehicles and how many are affected?

Specific Bentley models built between June 2019 and August 2019 and three vehicles, which have had replacements of curtain airbags fitted during June and August 2019, are affected.

What about cars built since that date?

Cars built outside these dates are not affected.

### Processes

Is this a global recall?

This affects only markets where vehicles have been fitted with the specific identified batch of components.

### Investigation

Why did you not take action sooner?

Once we were informed of the potential defect, we immediately investigated the impact on the Bentley, ensured no further components were affected, prepared our own retailer network and then informed authorities as soon as possible.

Why did you continue to sell cars even after you identified the problem?

We have only a small number of customers affected by this issue, with no reports of accidents or injuries. Cars built from August did not contain components from the affected batch.

### Financial

How much will it cost to make the change?

There will be no charge to customers.

How much will it cost the business?

We would not disclose this type of information.

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## Repair instructions

[Notes](#)

### Technical background

The replacement of the right or left curtain airbags is required due to an issue which has been identified by the manufacturer.

***The operative MUST refer to the VIN's shown below to confirm which curtain airbag should be ordered and replaced (Left or Right)***

#### LEFT HAND CURTAIN AIRBAG REPLACEMENT

SJAAB1ZV6HC	████████
SJAAF14VXJC	████████
SJAAC2ZV8JC	████████
SJAAM2ZV5LC	████████
SJAA214V2LC	████████
SJAAM2ZV5LC	████████
SJAA214V4LC	████████
SJAA214V5LC	████████
SJAAM2ZV7LC	████████
SJAA214V1LC	████████
SJAA214VXLC	████████
SJAA214V3LC	████████
SJAAP14V5LC	████████

## RIGHT HAND CURTAIN AIRBAG REPLACEMENT

SJAA214V1LC	██████
SJAAP14VXLC	██████
SJAAL14V0LC	██████
SJAAP14V6LC	██████

### Check

If the vehicle is not a ready-to-ship as repaired in the "Repair history" (EsaPro) check for the presence of a green campaign completion mark on the right hand bonnet attachment (Figure 4)

### Genuine parts

Genuine replacement parts should be ordered from Bentley Motors Limited, Crewe or through your regional Bentley parts distribution centre.

### Work

Ensure a safety information and repair manual instructions within the repair manual are strictly adhered to when conducting the onward instructions

- 1) Remove the airbag fuse - Refer to Rep.Gr 69
- 2) Remove the headlining - Rep.Gr 70
- 3) Referring to Figure 1 - Locate the curtain airbag inflator identification plate

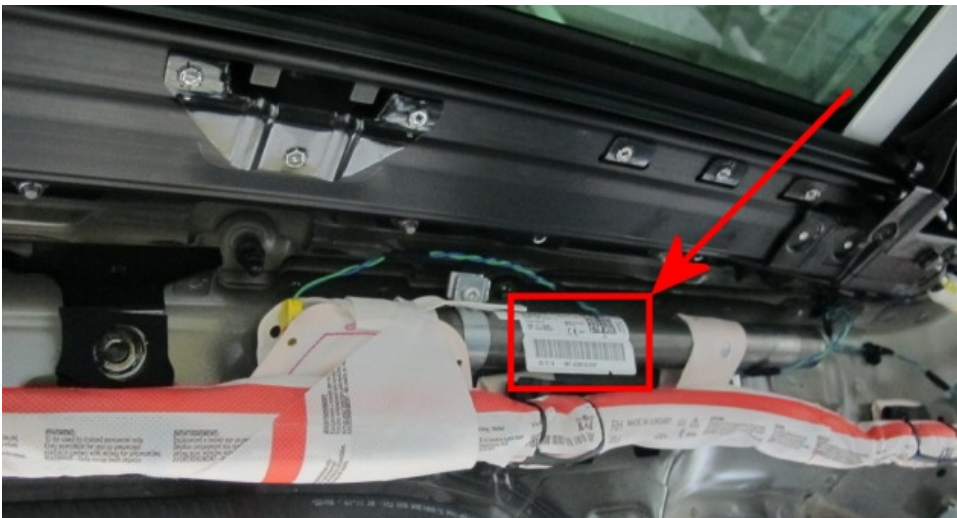


Figure 1

- 4) Take a clear photograph of the right and left hand curtain airbag serial number – see Figure 2 as an example

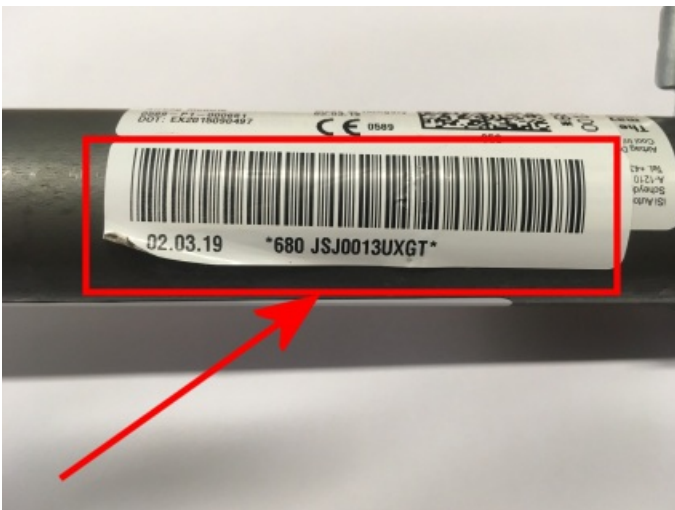


Figure 2

- Raise a non-technical DISS query, Attach clear photographs of the right and left hand curtain airbag serial number to the DISS query
- **IMPORTANT:** Ensure the photographs are clearly identified as right and left

**NOTE: The operative does not need to wait for a response before conducting the remaining steps of this procedure, please carry out the remaining Work instructions.**

Once a response is received from Product Support which confirms receipt of the photographs, the query should be closed

5) Refer to the Technical background section to confirm VIN applicability ONCE CONFIRMED - Replace the curtain airbag - Rep.Gr 69



- Never attempt to disassemble or repair an air bag assembly
- Always store the removed air bag assembly in a secure way
- Dispose the curtain airbag as per local environmental guidelines

6) Refit the headlining Rep.Gr 70



Within the procedure to refit the upper A-post trim there is a single use cap (Figure 3) which must be replaced and not reused. Ensure a new replacement is available prior to starting this procedure.

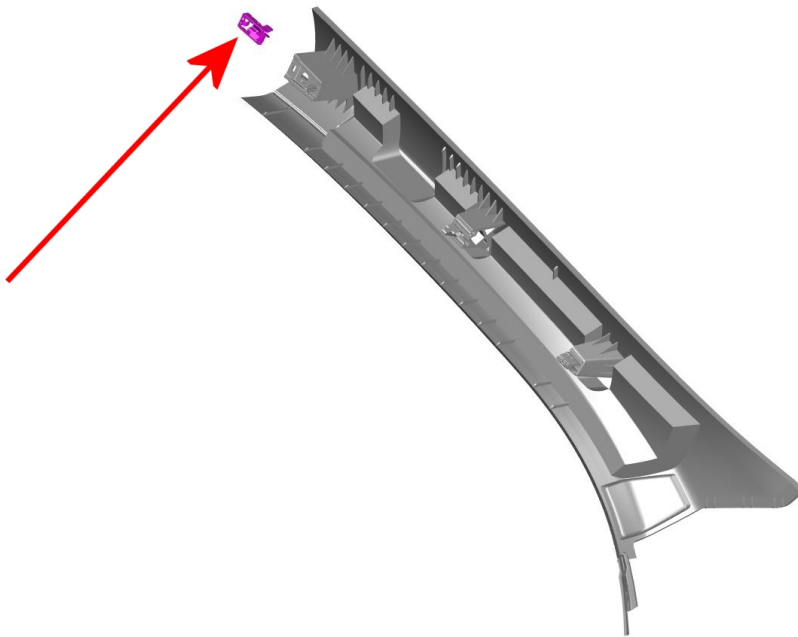


Figure 3

7) ensure the airbag fuse is refitted – Rep.Gr 69

8) Place a green paint completion mark on the right hand bonnet latch striker (Figure 4)

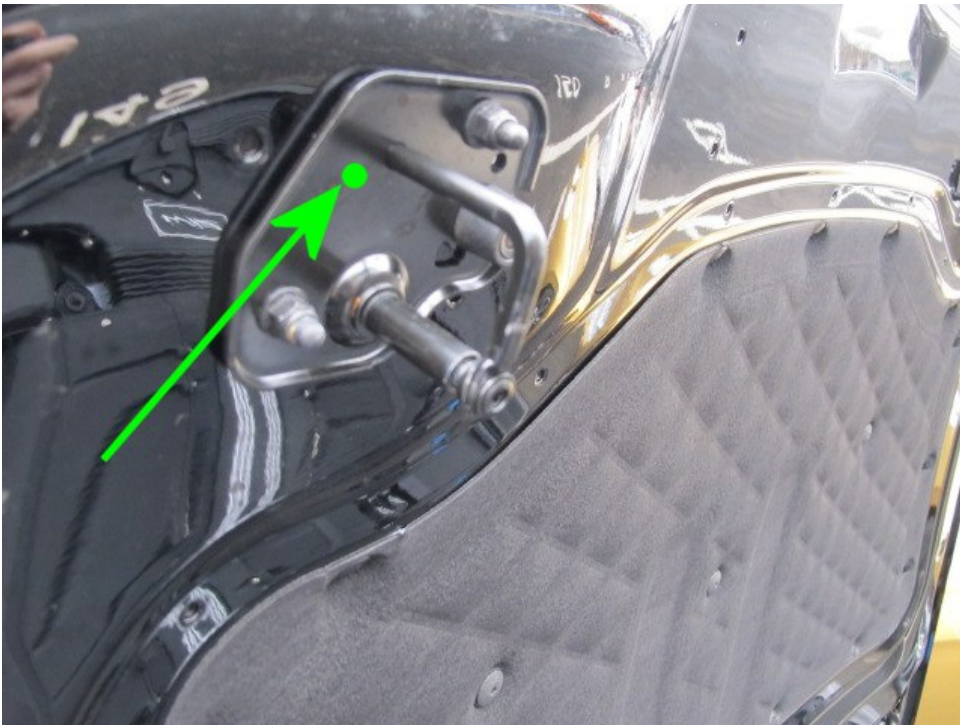


Figure 4

### Identification

Green campaign competition mark on the right hand bonnet attachment striker (Figure 4)

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[Repair instructions](#) [Notes](#)