

## Field campaign

<b>Topic</b>	Bentayga - Seven Seat - Third Row Safety Belt (RE20/06)
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2058805/2
<b>Campaign number</b>	RB48
<b>Note</b>	
<b>Type</b>	Recall Campaign
<b>US code</b>	

## Vehicle data

### Bentayga

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*

## Documents

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

## Notes

### ▪ Repair instructions

### Technical background

▪ Only Applicable to Bentayga third row safety belts - seven seat variants.

A change to both D-post castings by the Supplier, has resulted in the recess of the threaded hole used to secure the third row safety belt Pillar Loops. This recess reduces the thread engagement with the current securing bolt – N.989.243.03 – away from design intent.

It is therefore necessary to replace the current twenty six millimetre bolt with a new longer forty millimetre bolt – N.912.382.01.

### Remedy

New securing bolt N.912.382.01 - *Socket Head Collared Bolt With Inner Multipoint Head.*

### Customer notification

Keepers of affected vehicles will be notified in writing by the Bentley retailer.

Please ensure that all affected vehicles are checked and repaired during the next workshop visit, make a note of the required Recall Campaign on the workshop order before it is signed by the customer.

If it is omitted to perform the work required for the Recall Campaign during a workshop visit, the Customer should be notified immediately.

You should also pass on this information to your new and used car sales department so that affected vehicles are checked and if necessary repaired immediately.

### Warranty accounting instructions

Warranty Type – 710 or 790

Damage Service Number – RB48

Damage Code - 0099

Criteria ID-01

Labour Operation Code – 69 12 42 00 Two Rear Three Point Belts Repaired (Use 69 12 42 99 until 09.04.2020)

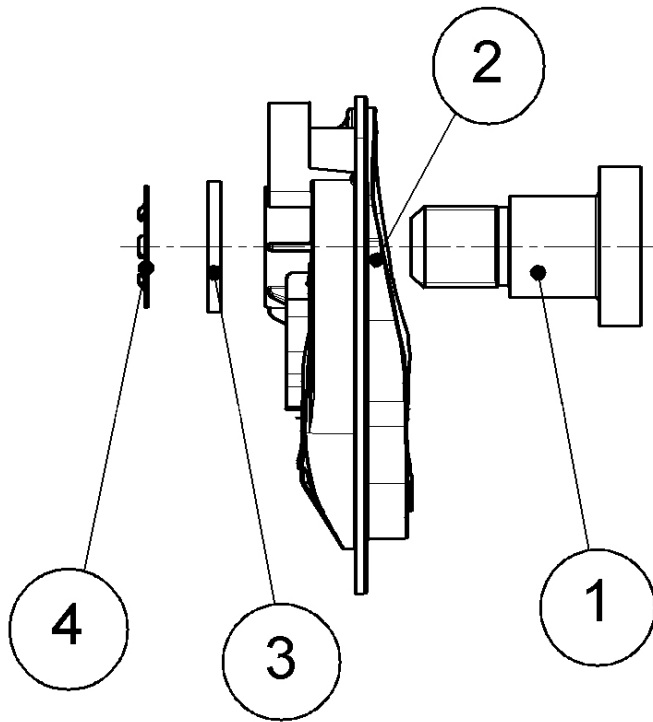
Time – 110 TU (Total for both sides)

### Genuine parts

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

### Parts supply

Item	Part Number	Description	Quantity Per Vehicle
1	N.912.382.01	Socket Head Collared Bolt With Inner Multipoint Head	2 off
2	4H0.857.731C / 732C	Pillar Loop	Re-Use original
3	N.909.006.02	Plain Washer	Re-Use original
4	36A.853.390	Retaining Clip	2 off



## Parts despatch control

### Questions and answers

What is the specific issue with the affected vehicles?

During a recent routine internal test, it was identified that the third row rear seat belt anchorage performance may not fulfil the load requirements. This is because an unexpected change to the D-post castings by the supplier has resulted in reduced bolt thread engagement to the body structure, taking it away from design intent.

What repercussions does the fault have?

Although no customers have experienced any related issues, in the event of an impact accident, there is a slight risk that the third row rear seat belt upper pillar loops may become detached from the body structure.

Which vehicles are affected?

All seven-seat Bentayga models built between September 2016 and January 2020.

Why does it not affect four-seat and five-seat Bentayga models?

The seat belt anchorage meets the specifications required for both the four-seat and five-seat configurations. The change to the D-post castings by the supplier only affects the third row rear seats in the seven-seat configuration.

Can customers continue to drive the cars?

We encourage customers to arrange an appointment with their retailer as soon as possible. We strongly recommend that until this recall action has been carried out, the third row rear seats are only used in case of an emergency.

What is the fix?

An improved fixing bolt will be fitted to the third row rear seat belt upper pillar loops to improve retention. This will take approximately one hour.

Do I have to make an appointment?

Yes, that's important. Please contact your retailer immediately.

## Repair instructions

Notes

### Technical background

Only Applicable to Bentayga third row safety belts - seven seat variants.

A change to both D-post castings by the Supplier, has resulted in the recess of the threaded hole used to secure the third row safety belt Pillar Loops. This recess reduces the thread engagement with the current securing bolt – N.989.243.03 – away from design intent.

It is therefore necessary to replace the current twenty six millimetre bolt with a new longer forty millimetre bolt – N.912.382.01.

## Check

If the vehicle is not already listed as repaired in the “Repair history” (Elsa-Pro) check for the presence of red Campaign completion mark to the underside of the fuel filler door hinge, see the *Identification* section of this document – figure 3.

## Genuine parts

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

## Work

Remove the D-post trim – refer to *Repair Group 70 Trim, noise insulation – Side trim – D-post trim – To remove and fit* – figure 1.

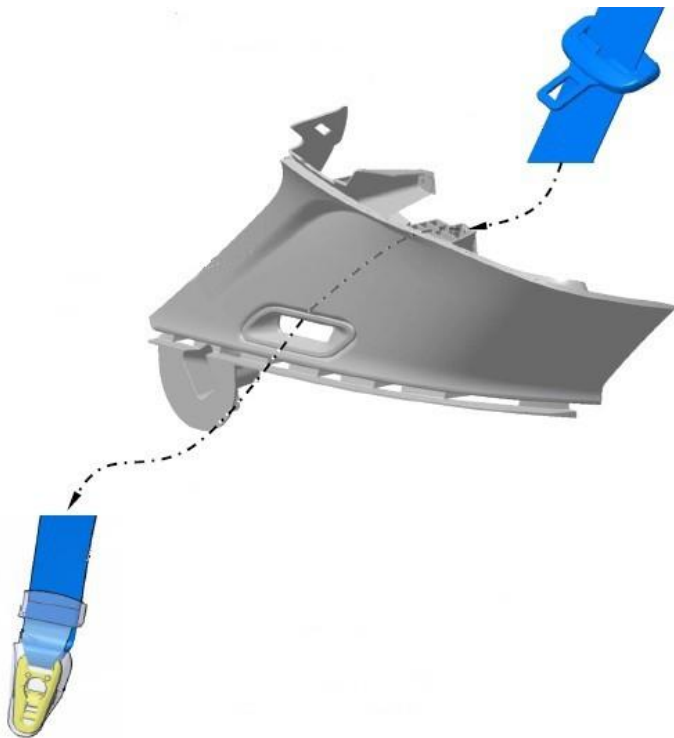


Figure 1

Remove the Socket Head Bolt securing the Pillar Loop to the D-post, discard the Socket Head Bolt and Retaining clip – figure 2.

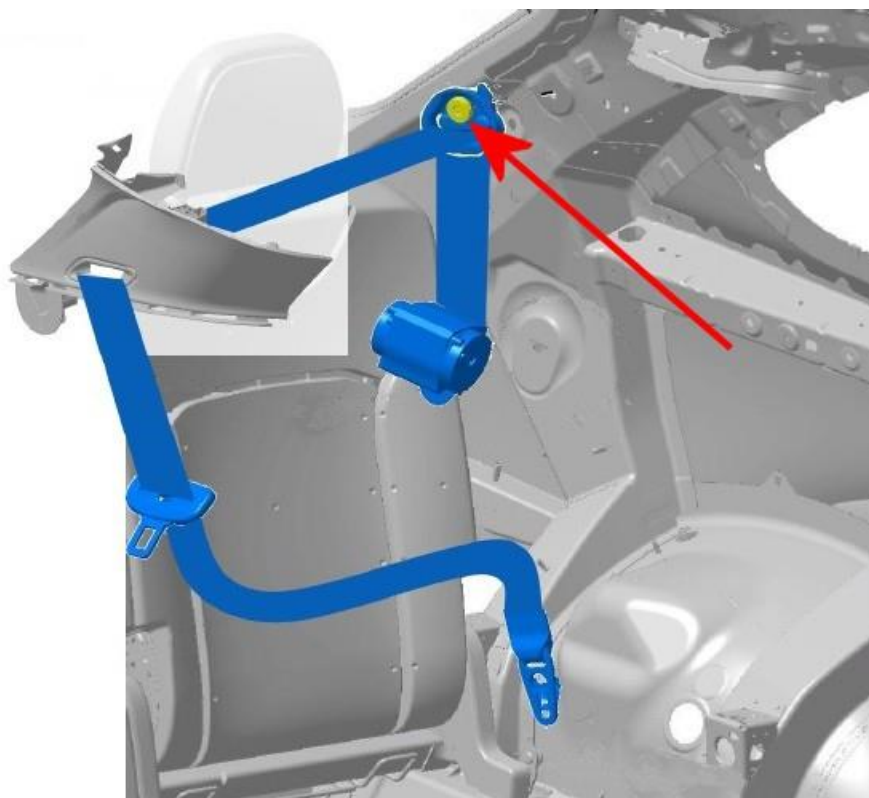


Figure 2.

Fit new Socket Head Bolt - N.912.382.01 – and new Retaining clip – 36A.853.390, torque tighten the Socket Head Bolt to 40Nm.

Replace D-post trim and associated items removed to gain access to the Socket Head Bolt, refer to *Repair Group 70 Trim, noise insulation – Side trim – D-post trim – To remove and fit.*

## Identification

Red Campaign completion mark to the underside of the fuel filler door – Figure 3.



Figure 3

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