



BENTLEY

Bentley Bulletin

Aftersales

21-013

March 11, 2021

To: Service

Subject: Product Recall – New Flying Spur - Fuel Tank - (RE21/07)

**PRODUCT RECALL – NEW FLYING SPUR - FUEL TANK - SUPPLIER PRODUCTION
PROCESS ERROR (RE21/07)**

This letter is to initiate a recall campaign to replace the fuel tank on Bentley Flying Spur bearing Vehicle Identification Number SCBBB6ZG3LC082950.

This letter will provide you with all of the information to explain why this recall is being initiated, the actions you are required to take, and provide you with the appropriate administrative details.

Bentley has been informed that there was a supplier process error during the manufacturing of the fuel tank. As a result, the lifetime durability of the fuel tank may be compromised, therefore Bentley will replace the fuel tank.

The owner of the affected vehicle will be notified in writing in March.

Attached is a Bentley Technical Product Information (TPI) document, which details the procedure which must be followed exactly.

It is not necessary to contact us for authorisation. We will take our records from your warranty claim which must be generated and submitted immediately upon completion of the work. You are reminded that claims for recalls cannot contain any other warranty repairs. The warranty code and repair time are quoted within the TPI.

It is to our mutual advantage that this recall campaign goes as smoothly as possible. Should you have any questions or queries concerning this recall, please contact your Area Service Manager or myself.

Yours sincerely,

Stephen Worrall
Director, Aftersales

Field campaign

Topic	Fuel tank replacement (RE 21/07)
Market area	United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2062222/1
Campaign number	RB88
Note	
Type	
US code	

Vehicle data

New Flying spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	BB6	ZG	3	L	C	082950	082950		

Documents

Document name
master.xml

Notes

- [Repair instructions](#)

Technical background

Supplier process error has resulted in a fuel tank being produced out of process

Remedy

Refer to the Work section

Customer notification

The Customer of the affected vehicle will be notified in writing by Bentley Motors.

Please ensure the affected vehicle is repaired at the earliest opportunity, make a note of the required service action on the workshop order before it is signed by the customer.

Warranty accounting instructions

Time to remove and refit the fuel tank

Warranty Type 790 or 710

Damage Service Number RB88

Damage Code 00 99

Labour

Labour Operation Code 20 10 19 00 (Use 99 index until 11/03/21)

Time 1130 TU

Criteria 01

Time to replace the fuel tank

Labour Operation Code 20 10 55 50 (Use 99 index until 11/03/21)

Time 30 TU

Time to conduct Geometry checks (Vehicle front and rear measured)

Labour Operation Code 44 95 03 00

Time 90 TU

Vehicle rear adjusted

Labour Operation Code 44 90 15 50

Time 40 TU

Rear wheel track adjusted

Labour Operation Code 44 93 15 50

Time 30 TU

Rear wheel camber adjusted

Labour Operation Code 44 94 15 50

Time 30 TU

Genuine parts

Description	Part number	Quantity
Fuel tank	975 201 021CB	1

Parts supply

-

Parts despatch control

▪

IMPORTANT: The Retailer must order the fuel tank once a confirmed date to perform the replacement has been confirmed with the customer, this ensures the tank is delivered when required

Questions and answers

1. What is the specific issue with the affected vehicle?

Bentley has been informed that there was a supplier process error during the manufacturing of the fuel tank. As a result, the lifetime durability of the fuel tank may be compromised.

2. What repercussions does the fault have?

The weld between the fuel tank halves may not have been performed to specifications by our supplier, and so the weld may fail over time. A failed weld could potentially result in a fuel leak, increasing the risk of a fire in the presence of an ignition source.

3. Which vehicle is affected?

Our supplier checked their production records and confirmed that only one fuel tank was sent to Bentley Motors in this potential condition. This potentially affected fuel tank was fitted to a Flying Spur vehicle produced in August 2020.

4. Are all models affected by the fault?

No, this issue only affects this one specific vehicle.

5. Can customers continue to drive the car?

The customers can still drive their car, however, we encourage them to arrange an appointment with their retailer as soon as possible. If a strong smell of fuel is detected in the cabin or around the rear of the vehicle, we recommend safely stopping the vehicle, switching the engine off and contacting your local retailer.

6. What is the fix?

Bentley authorised retailer will replace the fuel tank, which will take approximately 13 hours.

7. Do I have to make an appointment?

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

Repair instructions

Notes

Technical background

Supplier process error has resulted in a fuel tank being produced out of process

Check

If the vehicle is not already listed as repaired in 'Repair history' (in Elsa Pro) carry out the instructions within the Work section of this TPI

Genuine parts

Description	Part number	Quantity
Fuel tank	975 201 021CB	1

Work

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

Please ensure all procedures within Elsa pro relating to the replacement of the fuel tank are strictly adhered to

1) Referring to Elsa Pro - Rep.Gr 20 - Replace the fuel tank

2) Ensure the fuel tank is empty ensuring there is no fuel and/or vapours left in the tank

- Package the tank ready for return
- Raise a DISS query stating the fuel tank has been successfully replaced and is awaiting return

NOTE: Arrangements will then be made by Bentley Motors to pick up/return the fuel tank

3) Complete the 'Repair history' (in Elsa Pro) immediately after fitting the replacement fuel tank to confirm this Recall is complete

Identification

The 'Repair history' in Elsa Pro and fitment of the replacement fuel tank confirms this Recall is complete
