

Technical product information

Topic	Bentayga and Mulsanne - Rear Entertainment Tablet - Battery Replacement
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2058586/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> infotainment sys. control using buttons, control panel, display panel	functionality	
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> without function / defect	
information, navigation, communication, entertainment -> audio, video, television -> tablet PC	functionality -> without function / defect	left
information, navigation, communication, entertainment -> audio, video, television -> tablet PC	functionality -> without function / defect	right

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio, video, television -> tablet PC	functionality -> without function / defect	left
information, navigation, communication, entertainment -> audio, video, television -> tablet PC	functionality -> without function / defect	right
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system control panel -> rear seat entertainment system control panel key	functionality -> cannot be turned on	right
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system control panel -> rear seat entertainment system control panel key	functionality -> does not switch on	left
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system control panel -> rear seat entertainment system control panel key	functionality -> cannot be turned on	left

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y*	2017	E		*	*	*
3Y*	2018	E		*	*	*
3Y*	2019	E		*	*	*
3Y*	2020	E		*	*	*

Bentayga

Sales types

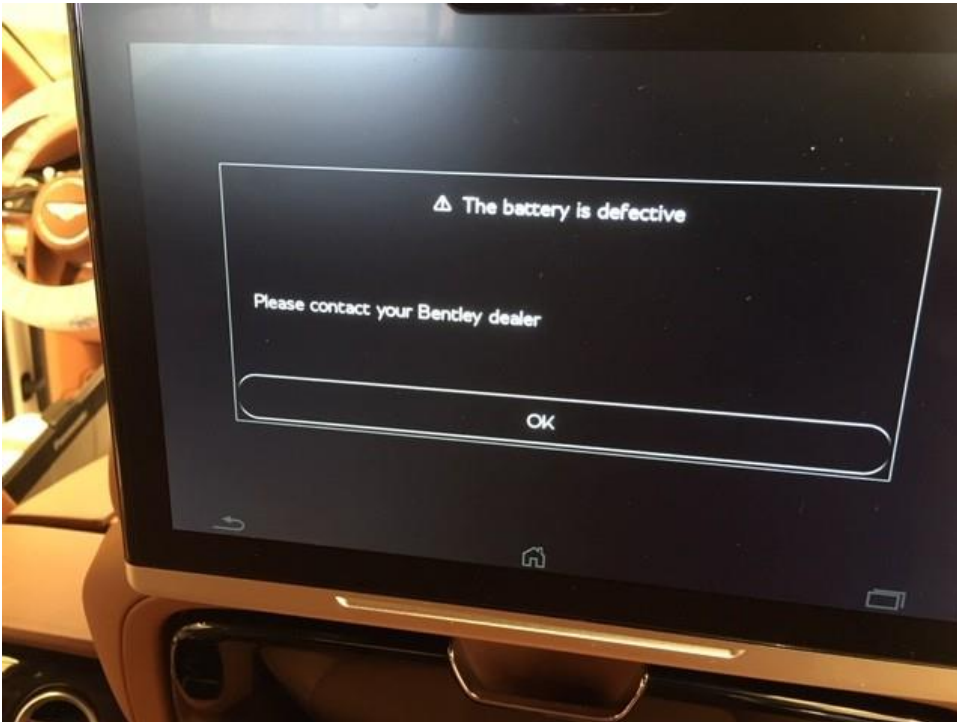
Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Message on Bentley Rear Entertainment Tablet “ The battery is defective – Please contact your Bentley dealer” .



Bentley Rear Entertainment Tablet will not accept a charge current.

Technical background

The Bentley Rear Entertainment Tablet incorporates battery voltage protection, under certain conditions this system can prevent the internal battery from accepting a charge current, this would normally require the Tablet to be replaced. This TPI provides the necessary information to replace the Tablet internal battery pack.

Production change

Not applicable.

Measure

Note: Only proceed with this TPI if the specified Thermally Conductive Pad is available to be sourced locally – see description below. For vehicles currently within the manufacturer’s warranty period - If the Thermally Conductive Pad is not available to source locally or the Tablet is damaged during battery installation, proceed to raise a DISS query requesting authorisation to replace the affected tablet.

Thermally Conductive Pad Specification

Source Thermally Conductive Pads to the following specification prior to starting this Technical Product Information (TPI) document.

Dimensions (mm)	<i>50 x 50 mm</i>
Thickness (mm)	<i>1 mm</i>
Thermal Conductivity (W/mK)	<i>6 W/mK</i>
Hardness (Shore)	<i>25 Shore 00</i>
Specific Gravity	<i>3.2</i>



Note: It is critical that the specification of the Thermally Conductive Pad is correct, DO NOT use a Thermally Conductive Pad that has any deviation from the specification above. It is permissible to cut down a larger Thermally Conductive Pad to achieve the 50 x 50mm dimension, providing all other specifications are correct.

The Thermally Conductive Pad is “one time use”, and should be replaced every time the Tablet casing is opened.

Work

With a confirmed Customer complaint of message “The battery is defective – Please contact your Bentley dealer” when switching on the Bentley Rear Entertainment Tablet, proceed to confirm the internal battery pack has failed as follows:

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Note: The battery pack is currently the only spare part available for the Tablet, care must be taken not to damage the display screen, display screen casing or any internal components.

Battery Condition Check

Conduct a Battery Test to determine the current battery condition.

- From the Rear Entertainment “Menu” screen select “Settings” – figure 1.



Figure 1.

- Select "Device test" – figure 2.

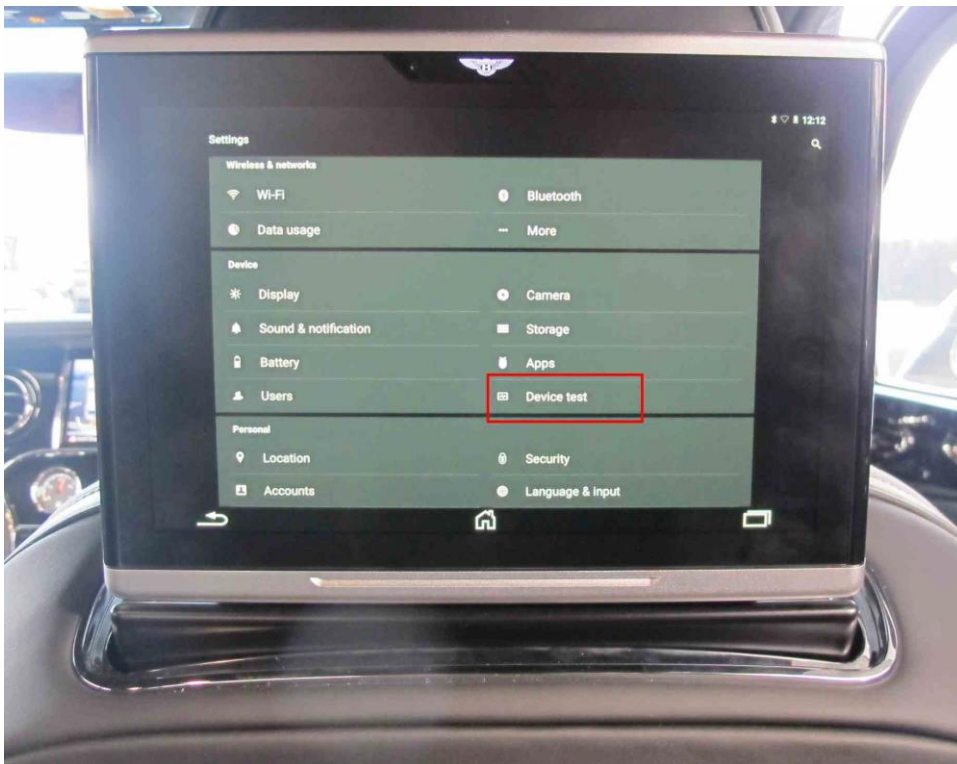


Figure 2.

- Select "Battery" – figure 3.



Figure 3.

The test result will show either “OK” and a green indication or “Not ok” and a red indication, the Rear Entertainment Tablet internal battery pack should only be replaced if the test result is “Not ok” – figure 4.

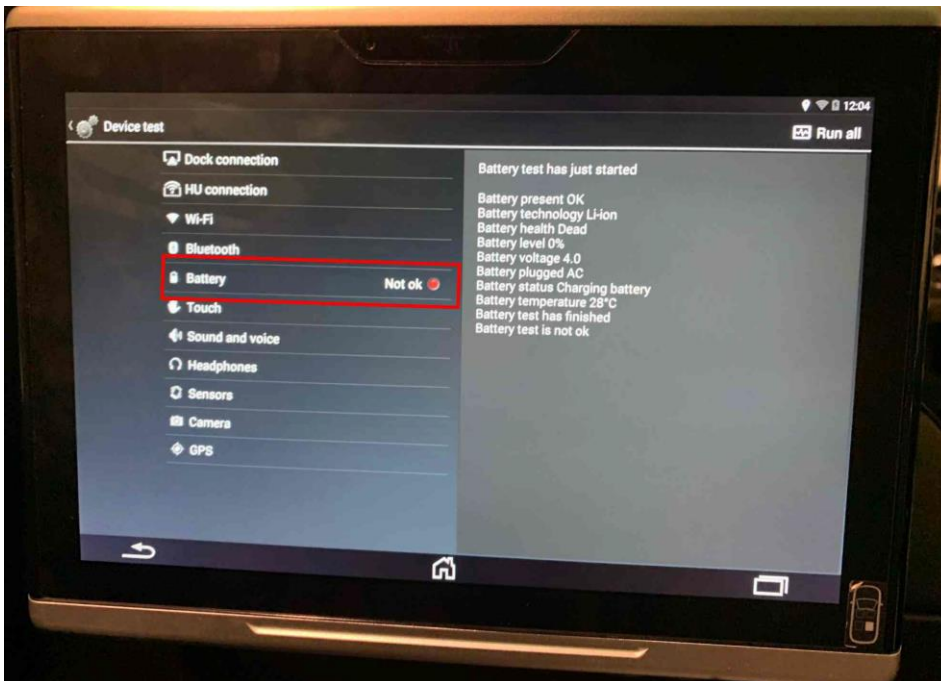


Figure 4.

Internal Battery Pack Replacement Procedure



Before opening the Tablet casing, always discharge static electricity from your body by touching an unpainted metal ground point with your hand.

Do NOT touch internal electronic components with your hands, static electrical discharge can seriously damage the internal electronic components. Periodically touch an unpainted metal ground point to remove any static charge your body may have accumulated

- Ensure the work surface to be used is clean and has a soft surface to prevent damage to the Tablet screen and casing.
- Remove the SIM card holder from the Tablet – figure 5.



Figure 7.

- With the aid of an assistant, hold the display Tablet casing and carefully lift the suction device to create small gap at the LOWER edge. Using a small non-metallic wedge shaped tool detach the lower front edge of the screen from the casing – figure 8.

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Note: There are a number of small locating tabs on the lower edge of the Tablet Screen securing it to the cover.

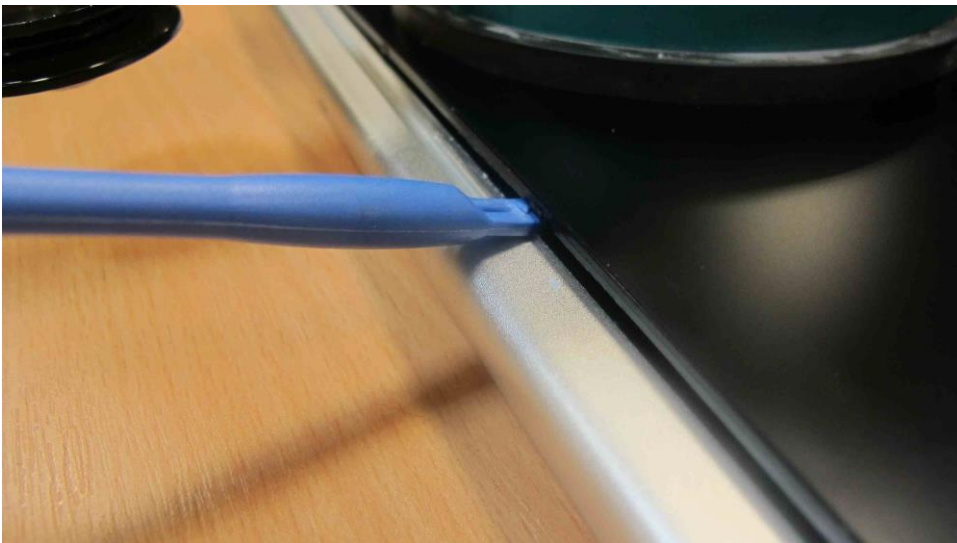


Figure 8.

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Note: There is a ribbon cable connecting the internal battery pack to the screen, adhere strictly to the dismantling procedure, take care not to damage the ribbon cable or connectors during disassembly.

- Carefully lift the Tablet screen up to a maximum of twenty millimetres from the lower edge of the casing – figure 9.



Figure 9.

- Slide the screen free from the casing – figure 10.

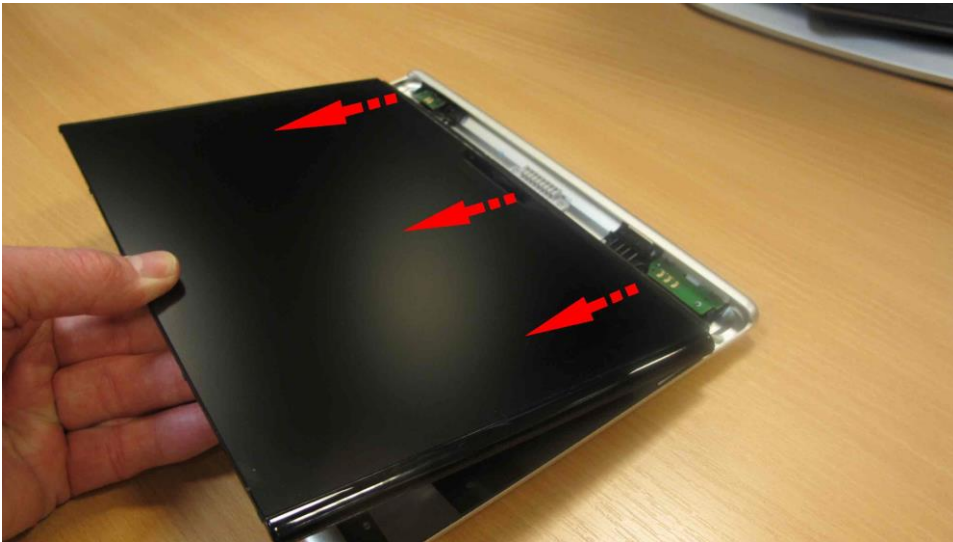


Figure 10.

- Lift the top edge of the screen, continue to “open” the assembly – figure 11.



Figure 11.

- Place the screen face down – figure 12.



Figure 12.

- Remove the ribbon cable guide bar by unclipping at both ends – figure 13.

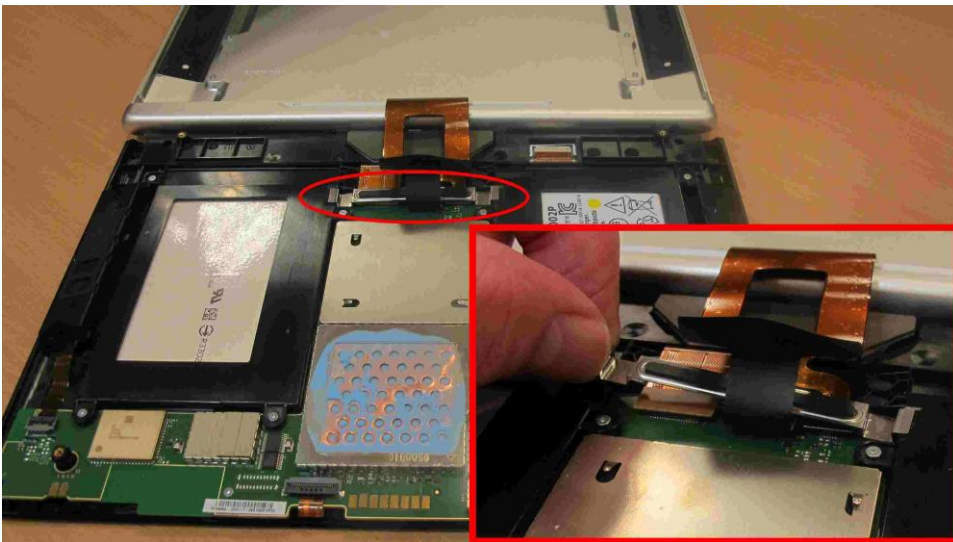


Figure 13.

- Carefully disconnect the three ribbon cable connectors – figures 14 and 15.

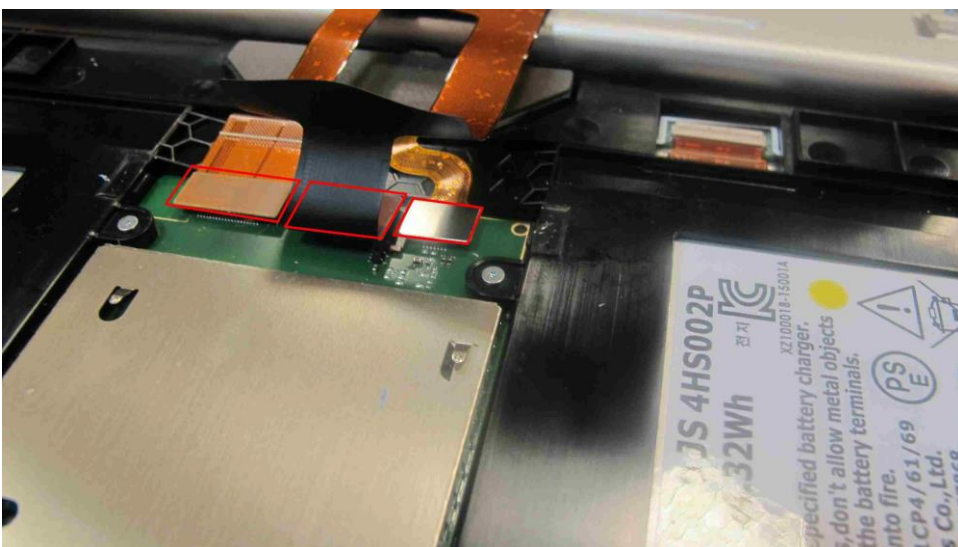


Figure 14.



Figure 15.

- Remove the eight T3 Torx head screws securing the battery pack, discard the battery pack in accordance with local regulations – figure 16.



Figure 16.

- Using a non-metallic spatula or similar, remove the used thermal paste and discard – figure 17 and 18.



Figure 17.

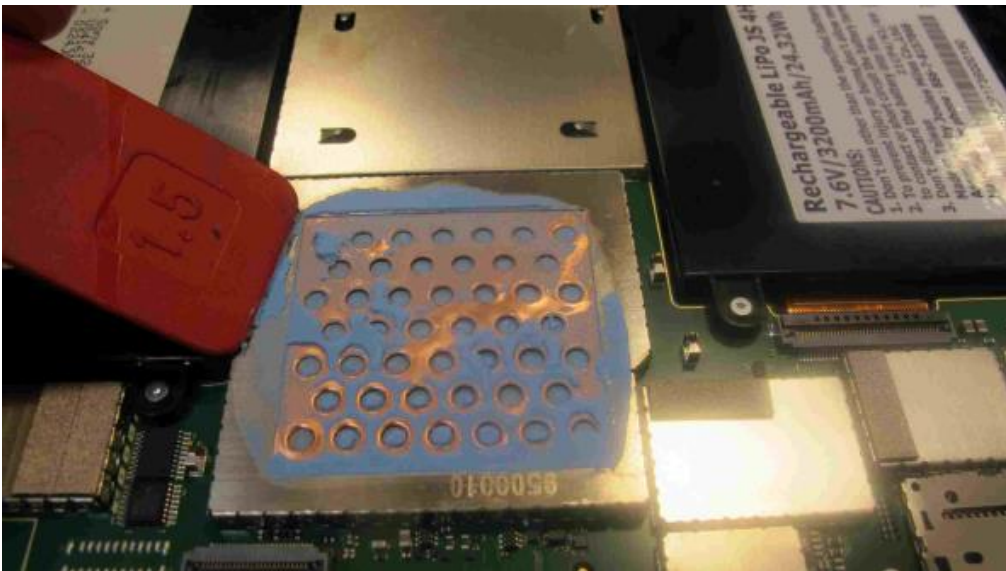


Figure 18.

- Install the new battery pack ensuring the ribbon cables are routed over the battery pack, reconnect the ribbon cable connectors – figure 19.

Note: The battery pack has locating tabs on either side.

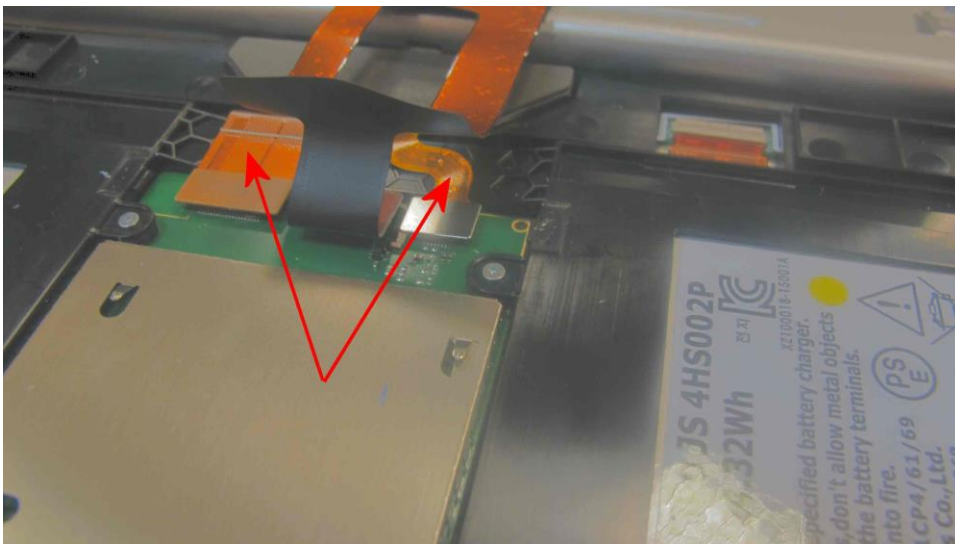


Figure 19.

- Replace the ribbon cable guide bar and install the T3 Torx fasteners.
- If fitted remove the protective film from both sides of the Thermally Conductive Pad, position onto the Tablet heatsink, take care not to deform the Pad - figure 20.

Note : Never use a Thermally Conductive Pad with the protective film still fitted.

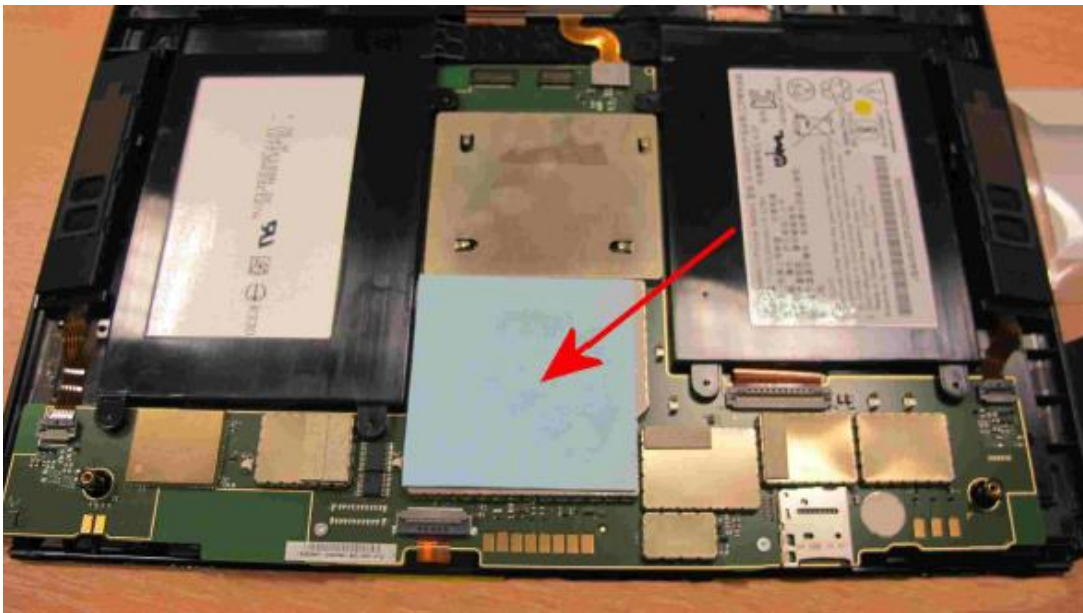


Figure 20.

- Using the reverse operation, replace the Tablet screen into the outer casing, ensure the Thermally Conductive Pad remains in the correct location, secure with the four T6 Torx head screws.
- Replace the SIM card holder.

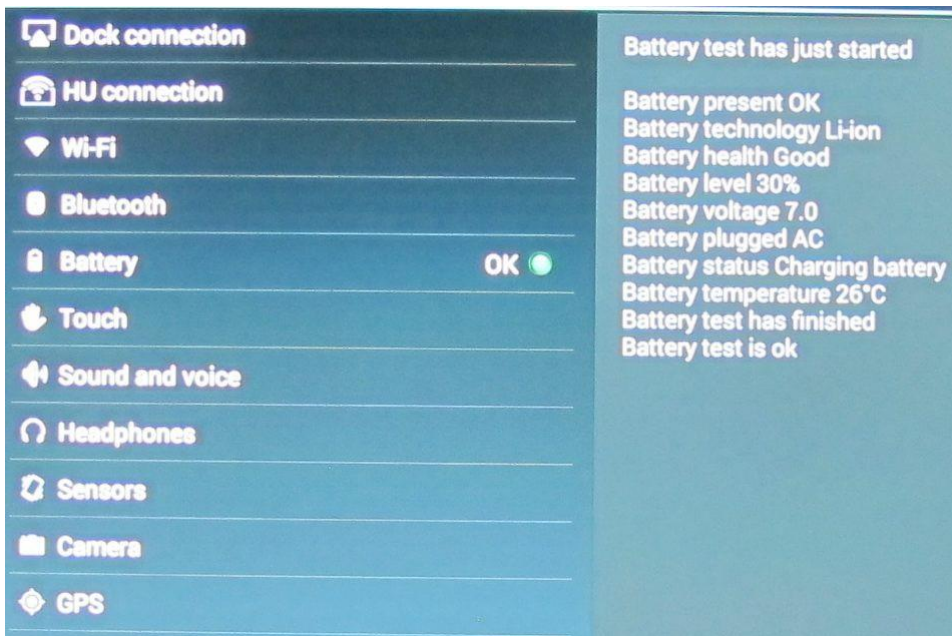
Test

Fit the Tablet onto the vehicle mounting arm and conduct a Battery Condition Check.

Ensure Battery Shows OK and has a green indication,

Ensure Battery Health or Condition is Good.

Ensure Battery test is Ok or Successful.



Ensure all Tablet functions are operational and Media connects and functions correctly.

Warranty accounting instructions

Warranty Type 110

Labour Operation Code 91 03 41 00 (Use 91 03 41 99 until 17.09.2020) Rear multimedia screen repaired.

Damage Service Number 91 03 – Screen for rear multimedia system

Damage Code 00 40

Time 50 TU

Parts information

Part Number	Description	Quantity
36A.998.841	RSE Battery Pack for TPI	1 off
Not Applicable	Thermally Conductive Pad - Source locally	1 off

