

# Technical product information

<b>Topic</b>	New Flying Spur - Rear Entertainment - Component Protection
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2060605/4
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> without function / defect	left
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> without function / defect	right

## New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system ECU	control units, services -> with event log entry	rear
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> defective function sequence	left
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> defective function sequence	right
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> without function / defect	left
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> without function / defect	right

# Vehicle data

## New Flying Spur

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

# Documents

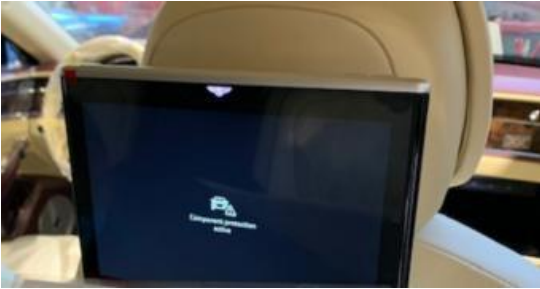
Document name
<a href="#">master.xml</a>

## New Flying Spur - Rear Entertainment - Component Protection

## Customer statement / workshop findings

Rear Entertainment display screen shows “*Component Protection Active*”.

Diagnostic Trouble Code (DTC) U110100 Component Protection Active stored within 004E (Display/Control head HR) and/or 005E (Display/Control Head LH).



## Technical background

This concern is currently under investigation.

## Production change

Under investigation.

## Measure

- Carry out the ODIS *Component Protection Routine* for the affected display screen(s), this will be suggested by the Diagnostic Trouble Code.

IMPORTANT: When prompted, the Rear Entertainment display screen must be powered OFF and then ON.

- If Component Protection remains active, carry out ODIS *Component Protection Routine* for ALL components - Select: ‘*Special functions*’ – ‘*Functions, component protection*’ – and when prompted select ‘*All control units*’.

IMPORTANT: When prompted the Rear Entertainment display screen must be powered OFF and then ON.

- If the complaint is still present raise a DISS query and attach a diagnostic log showing all active DTC’s, the above ODIS routine(s) being attempted and the test results.

## Parts information

For the latest part information always refer to the Electronic Parts Catalogue (ETKA)