

Technical Service Bulletin

Topic	Rotating display/screen noise - Diagnosis for complaints relating to noise during operation and/or during a drive cycle
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2065895/1
Level	EH
Status	Released for publishing
Release date	Feb 11, 2022

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> extend screen	functionality -> no function	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> retract screen	functionality -> operation sequence incorrect	

Vehicle data

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*

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
master.xml

Condition

Various rotating display/screen noises during operation

Technical Background

If the Bentley Rotating display (BRD) is partially rotated and unresponsive (e.g not presenting one of the facias) the display must be rotated in order to remove the veneer facia, dials or MMI screen

However

Manual rotation of the BRD will damage the drive belt and link arm, please raise a DISS query stating the BRD is unresponsive, the DISS query will be evaluated and the BRD unlock procedure will be supplied (If required) Do Not conduct any further work until advised

CAUTION: In the event that damage was caused by attempting to rotate the BRD manually without following the BRD unlock procedure the applicable warranty claim may be cancelled

The symptoms listed below are listed as a guideline to enable the applicable noise issue to be diagnosed and repaired, in the event the noise and/or symptom does not match any of the Scenarios listed below, the operative should raise a DISS query and await feedback before conducting any further work

Otherwise

The operative **MUST** follow the applicable procedure within the Measure section of this TPI which relates to the customer complaint as follows:

Scenario 1 - Grinding noise during operation

Scenario 2 - Rattling noise during operation

Scenario 3 - Squeak/creak/rattle from the dials during operation

Scenario 4 - Creak/rattle from rotating display whilst driving/uneven operation during rotation

Production Solution

Not applicable

Service

IMPORTANT: The operative **MUST** capture a video of the failure

TIP: The video **MUST** be recorded in a quiet environment, once captured the video should be attached to a new or existing open DISS query

1) Referring to Rep.Gr 91 conduct the Rotating Display - To Initialise process to completion

- Carry out a battery test - Rep.Gr 27 and attach a print out of the results to a new or existing open DISS query

TIP: In the event the battery voltage is not to specification, please ensure this is rectified first

- Recheck the functionality of the BRD unit

In the event the issue is now resolved after the battery issue has been rectified, no further action is required

However

In the event the issue is still evident please proceed with the remaining steps

2) Using ODIS carry out Guided Fault Finding (GFF) check for the presence of any DTC's (Static or intermittent) within all control modules

- Save an online protocol (First log)
- Attempt to clear all fault codes
- Exit GFF
- Cycle the ignition (x3) times
- The diagnostic log should be attached to a new or existing open DISS query

IMPORTANT: If the complaint is still evident and a DTC for rotating display is present, complete the applicable test plan before proceeding using ODIS

3) In case of rotating display operational complaints, the operative should carry out the following:

- Remove any foreign objects or debris that may be obstructing the rotational motion of the display
- Press the Screen button (Figure 1) for at least 20 seconds
- NOTE: The rotating display will perform the "learn" sequence and then return to the last selected face



Figure 1

- If the rotating display still fails to operate - Press and hold the Volume button (Figure 2) for at least 10 seconds - This will reset the Infotainment system.



Figure 2

- Recheck the functionality of the BRD unit
- In the event the issue is now resolved after the reset and initialisation process has been conducted, No further action is required

However

In the event the issue is still evident please proceed with the remaining applicable steps (Scenario 1 -4) depending on the actual symptom/scenerio

Scenario 1 - Grinding noise during operation

- Referring to Rep.Gr 91 - Remove rotating display
- Check the pulley wheel for fitment/security and ensure keyway is present and fitted correctly (Figure 3)

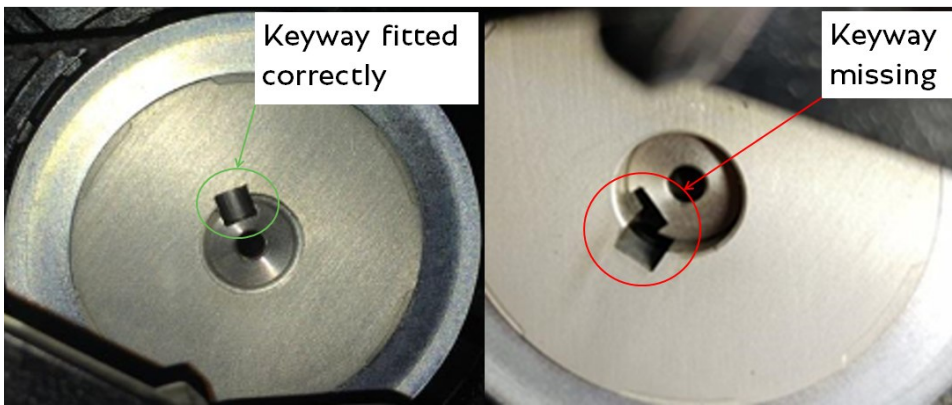


Figure 3

In the event that either defect is present raise a DISS technical query with photos/videos attached and await feedback before conducting any further work

Scenario 2 - Rattling noise during operation

- Refer to Rep.Gr 91 - Remove the rotating display
- Referring to Figures 4 and 5 - Check and if necessary tighten the fixing screws highlighted (3Nm), there are 8 fixing screws in total.



Figure 4



Figure 5

- Referring to Rep.Gr 91 - Refit the rotating display and retest.

Scenario 3 - Squeak/creak/rattle from the dials during operation

When noise is evident from the dials, press on outer bezels (Figure 6) If the noise disappears when the bezels of the dials are pressed then replace the dials as per the applicable Rep.Gr



Figure 6

Scenario 4 - Creak/rattle from rotating display whilst driving/uneven operation during rotation

TIP: This symptom can in some cases be evident due to excessive movement within the rotating display motor pivot assembly (Figure 7)

- The operative should consider the motor pivot assembly



Figure 7

NOTE: To check the motor pivot assembly for excessive movement the rotating display clocks and dials should be removed – Refer to Rep.Gr 91

- Refer to the Bentley Hub and refer to the video referencing TPI 2065895/-
- Should the movement be as shown in the video, the rotating display unit should be replaced

□ In the event that the BRD was replaced the retailer should conduct the following:

- Take a photo of the BRD prior to packaging (Noting any damage)
- Take a photo of the BRD identification number (Figure 8 as an example)



Figure 8

- All returned BRD's must be packaged in the replacements original packaging (Figure 9) to avoid any damage during return transit



Figure 9

- Take a photo of the package prior to dispatch
- Raise a non technical DISS query stating the BRD has been replaced and will be returned via the normal parts return process
- Attached all previously requested photos and any other information which may be applicable

Warranty

Diagnostic checks/adjustments to the rotating display (does not include removal of rotating display)

Warranty type 110 or 910

Damage service number 91 32

Damage code 00 55

Labour

Labour operation code 91 32 01 51

Time 20 Time units

Removal and refitting of the rotating display

Labour

Labour operation code 91 32 19 01

Time 110 Time units

For all other repair times please refer to Elsa Pro.

Required Parts and Tools

Refer to the ETKA parts catalogue