# Technical product information

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|---|---|
| **Topic** | Rotating display/screen - Fault diagnosis for operational complaints |
| **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.** | 2065894/1 |
| **Level** | EH |
| **Status** | Approval |
| **Release date** | |

**New customer code**

| Object of complaint | Complaint type | Position |
|---|---|---|
| information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> raise display | functionality -> without function / defect | |
| information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> retract display | functionality -> defective function sequence | |

# 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 |

## Customer statement / workshop findings

Various rotating display operational complaints

## Technical background

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The operative should ensure the correct TPI is followed depending on the actual issue(s) as follows:

- TPI 2065895/- Rotating display/screen noise - Diagnosis for complaints relating to noise during operation/during a drive cycle, should be considered for any issues which relate to noise issues
- TPI 2065896/- Rotating screen alignment

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IMPORTANT: The Rotating screen alignment TPI should be considered for any issues which relate to noise and overall functionality.

HINT: Alignment abnormalities may cause functionality/noise issues

- TPI 2065897/- Rotating display inoperative (Rotating display may fail to function or get stuck in one position) should be considered for vehicles up to and including VIN SCBCA13S3KC073865

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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

NOTE: For all other Bentley rotating display (BRD) operational issues, the operative should follow the remaining instructions within the Measure section of this TPI

## Production change

Not applicable.

## Measure

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IMPORTANT: Prior to conducting any work, the operative MUST capture a video of the issue, the video MUST be attached to a new or existing DISS query

NOTE: The video MUST be recorded in a quiet environment

1) 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) to 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

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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

4) 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 steps

5) Using ODIS - Navigate to 5F - Information electronics - Guided Functions - 005F Read measured values

- In the search bar type in 'Mechanics of display unit 1 for multimedia system' (IDE05432)

6) The operative should monitor the status of the MWB within IDE05432

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TIP: The operative should select the Start update button (ARROW) on each applicable screen to monitor status of each display option/function

- Figure 3 shows the MWB when the veneer face is visible

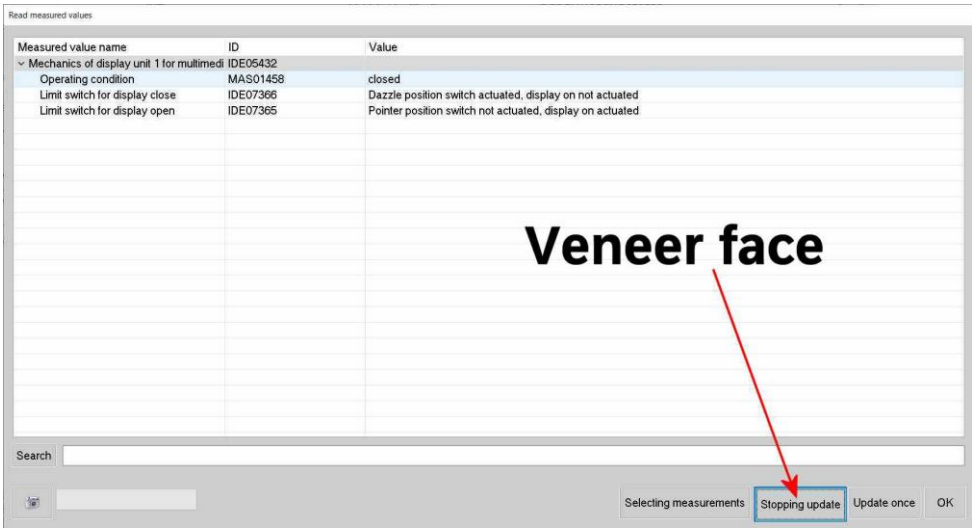


Figure 3

- Figure 4 shows the MWB when the Dial screen is visible

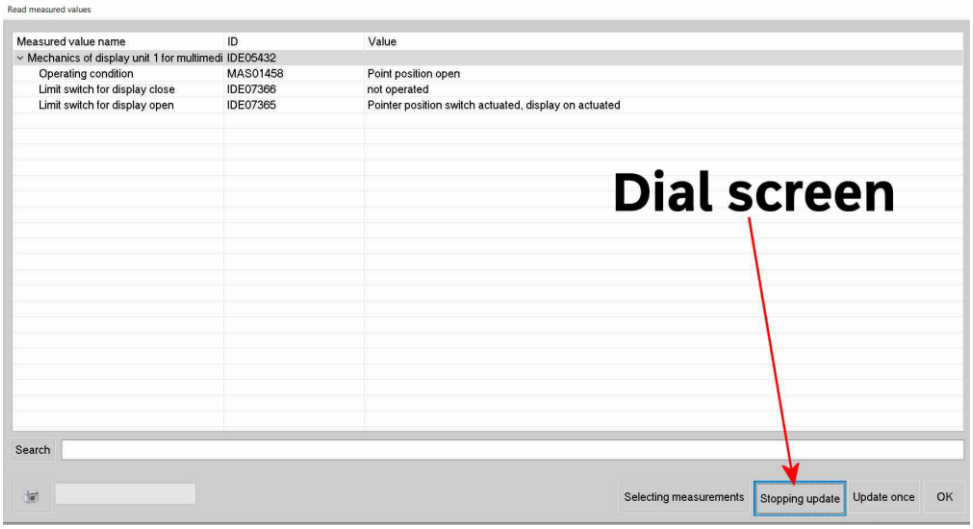


Figure 4

- Figure 5 shows the MWB when the Infotainment screen is visible

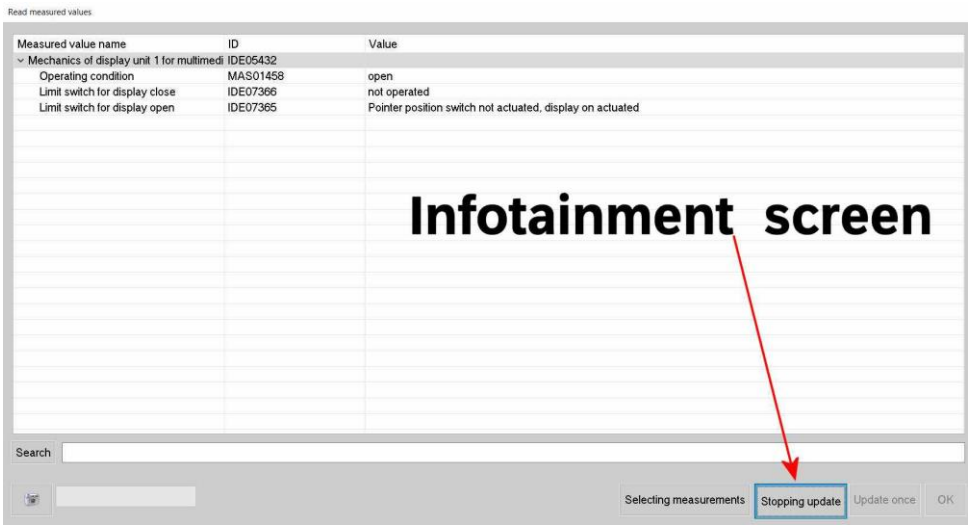


Figure 5

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The operative MUST ensure the status of each screen is attached/shown within the ODIS log and attached to a new or existing open DISS query

HINT: Please ensure that when attaching the screenshots of the applicable face the operative should clearly identify which screenshot relates to each face

For example: Figure 5 relates to the Infotainment screen face

7) Check the rotating screen alignment as per TPI 2065896/-

Conduct all instructions within TPI 2065896/- ensuring all measurements are achieved, In the event the measurements are not achieved this can have significant implications on the functionality of the BRD

TIP: Take photos showing any findings relating to alignment ensuring the minimum functional gaps are achieved

- Retest the functionality of the BRD

VERY IMPORTANT: Whilst conducting the measurements within the rotating screen alignment TPI, the operative MUST use suitable non metallic feeler gauges which will not damage to facia panels

PLEASE NOTE: Any damaged caused to the facia panels or surrounding components whilst conducting this TPI will not be covered by Warranty

8) In the event the issue is still evident after conducting steps 1 through to 8, the operative MUST raise a DISS query ensuring all requested information is supplied including the following:

- All applicable diagnostics logs
- Battery test results
- All applicable MWB information relating to IDE 05432
- Clear videos/photographs of the actual issue/customer complaint

IMPORTANT: In the event is still after conducting steps 1 through to 8, the operative MUST raise a DISS query and await feedback before conducting any further work

In 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 6 as an example)


Figure 6

- All returned BRD's must be packaged in the replacements original packaging (Figure 7) to avoid any damage during return transit


Figure 7

- 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 accounting instructions

Diagnosis time

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|---|---|
| Warranty type | 110 or 910 |
| Damage service number | 91 32 |
| Damage code | 01 00 |

Labour

| | |
|---|---|
| Labour operation code | 01 50 00 00 |
| Time | Time units (as per ODIS log MUST not exceed 50 TU's) |

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Due to the numerous scenarios, symptoms and repair methods which may be required, the operative should refer to Labour operations within Elsa Pro in the event that extra work is conducted to conduct a successful repair

## Parts information

Refer to the ETKA parts catalogue