

Technical product information

Topic	Rotating screen alignment
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.	2065896/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> instrument cluster, displays, display panels -> MMI display swivel mechanism -> tip-switch for display panel mechanism	component / consumables -> snags	
information, navigation, communication, entertainment -> instrument cluster, displays, display panels -> MMI display swivel mechanism	component / consumables -> loose	
body fixtures and fittings -> dash panel, centre console -> dash panel trim	visual appeal / surface -> colour shade deviation	upper

Vehicle data

New Continental GT - New Continental GTC and New Flying Spur

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		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The gap and fit between the "veneer face" fascia panel of the Bentley rotating display (BRD) and the passenger and drivers side fascia panels may differ from one side to the other

Depending on vehicle specification, the chrome brightware strip on the "veneer face" fascia panel of the Bentley Rotating Display (BRD) may appear to be misaligned with the chrome strips on the passenger and/or drivers side fascia panels

If the minimum functional gap is not maintained, the operation of the (BRD) unit can be compromised

Technical background

The chrome brightware strip is fixed to the "veneer face" fascia panel (with no separate adjustment) and as such can appear to be misaligned. The "veneer face" fascia panel relies on fixed location pins that may be out of tolerance

Referring to the Measure section, rework the "veneer face" fascia panel to align the chrome brightware strip and/or the gapping between the "BRD" and the passenger and drivers side fascia panels

▪

If the 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 fascia, 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

Production change

Bentley Motors Limited follows a continuous improvement policy within Manufacturing, any improvements which can be applied to improve quality are reviewed and implemented as required

Measure

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

▪

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 steps

CAUTION: Whilst conducting the measurements within this TPI, the operative MUST use suitable non metallic feeler gauges which will not damage to fascia panels

▪

VERY IMPORTANT: A video/photo of the issue should also be captured and attached to a new or existing DISS query

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

Bentley Rotating Display "BRD" adjustment overview

The veneer face fascia panel is fixed to the "BRD" by six locator pins and receiving holes (Figure 3)

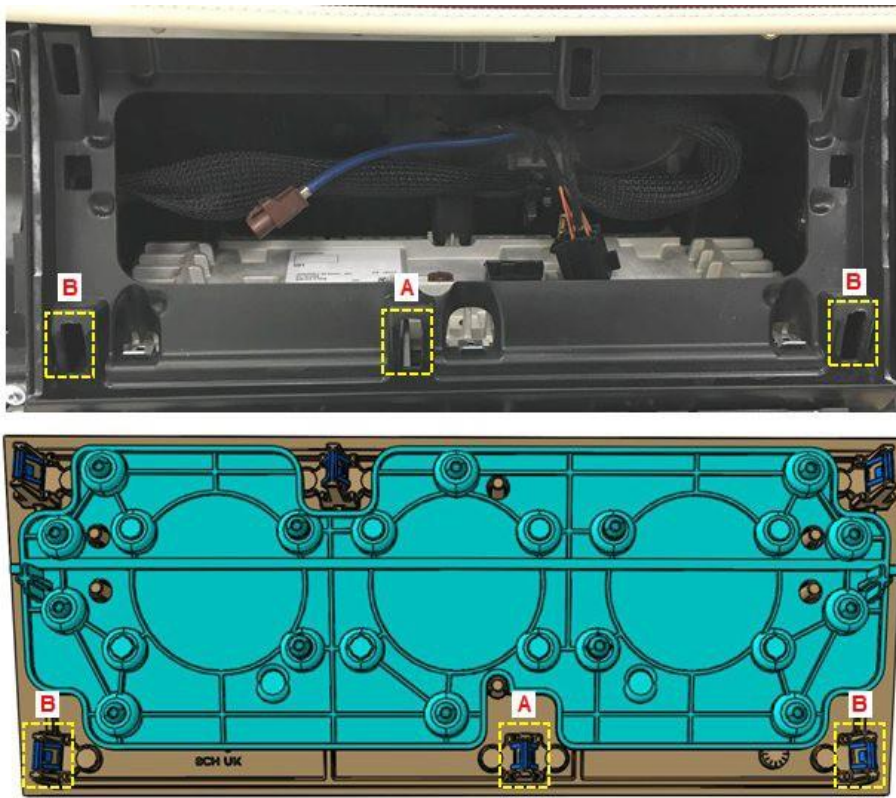


Figure 3

The following locator pins (A & B) control the position of the fascia panel as follows:

A = Side to side axis

B = Up and down axis

Section 1 - To adjust the "BRD" veneer face in the side to side axis

Measure the gaps (A & B) between the veneer face fascia panel and the passenger and drivers side fascia panels (Figure 4)



Figure 4

The specified gapping is 1.5mm +/- 0.5mm tolerance. The gap between the "BRD" veneer face fascia panel and passenger and drivers side fascia panels MUST be parallel on both sides.

IMPORTANT: The minimum functional gaps for A & B is 1mm

If the gaps are not within the specified values then adjust as follows.

Remove the driver and passenger side dashboard fascia panels. Refer to Repair Group 70, "Dashboard fascia panels - To remove and fit".

Remove the veneer face fascia panel from the "BRD". Refer to Repair Group 91, "Rotating display veneer panel - To remove and fit".

Place the veneer face fascia panel (1) face down on a soft, clean and protective work surface and mark accordingly the direction in which the panel needs to move (arrow) as shown in Figure 5

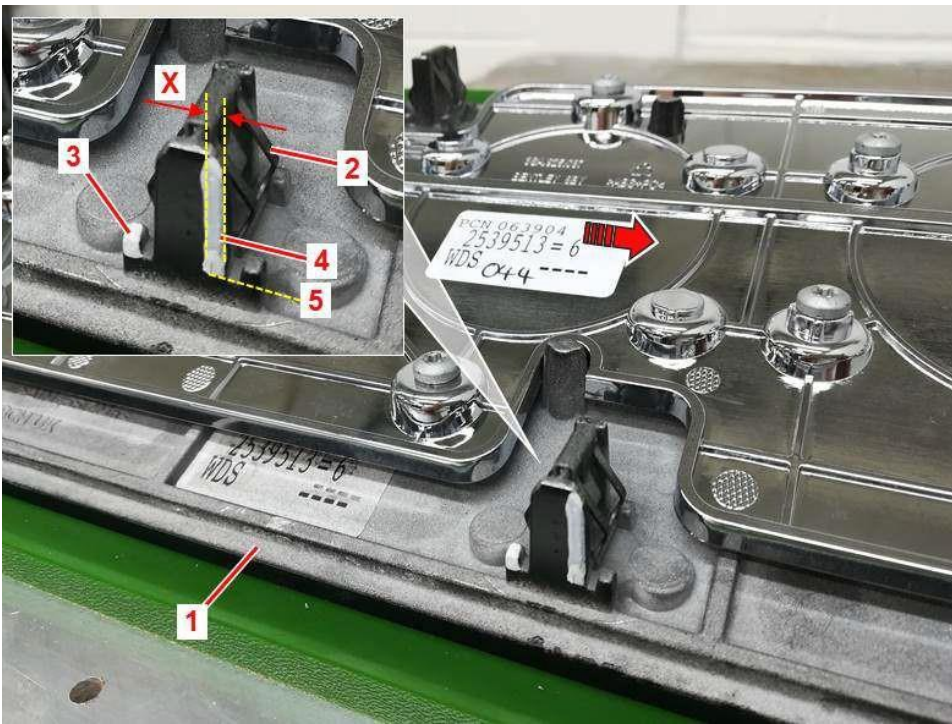


Figure 5

i Only the centre lowermost locator pin shown governs the side to side movement of the fascia panel. Only this locator pin will require modifying.

Remove the spring retaining clip (2) from the lowermost locator pin. If the fascia panel requires moving by 0.5mm then remove the same amount of material (X) from the appropriate side of the lower centre locator pin (4) as shown on the aluminium substrate casting. In addition, file the trailing RPS point (3) flat, level with the recess (Figure 5)

Figure 6 shows what the central locator pin should reflect after filing. The RPS point (1) being filed flat level with the recess. The side of the locator pin (2) being filed to remove the correct amount of material, again down to the level of the recess.

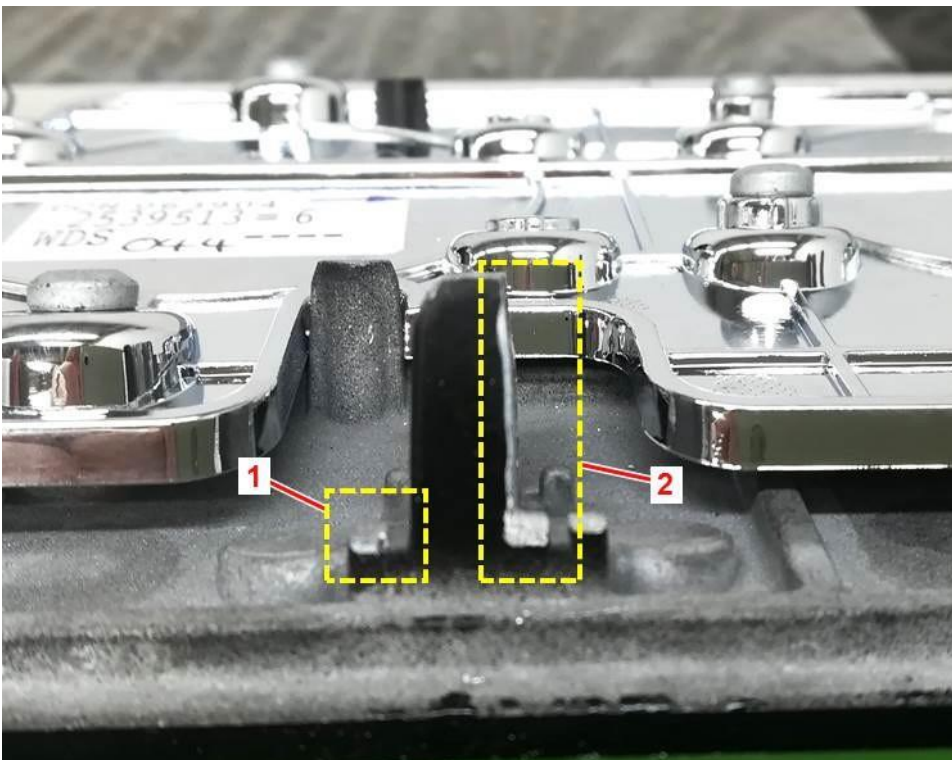


Figure 6

Refit the spring clip on the locator pin.

Apply anti-creak tape (arrow 1) to the lower centre locator pin receiving hole on the "BRD", on the opposite side to which the fascia panel needs to move. This will "push" the veneer face fascia panel in the required direction (Figure 7)

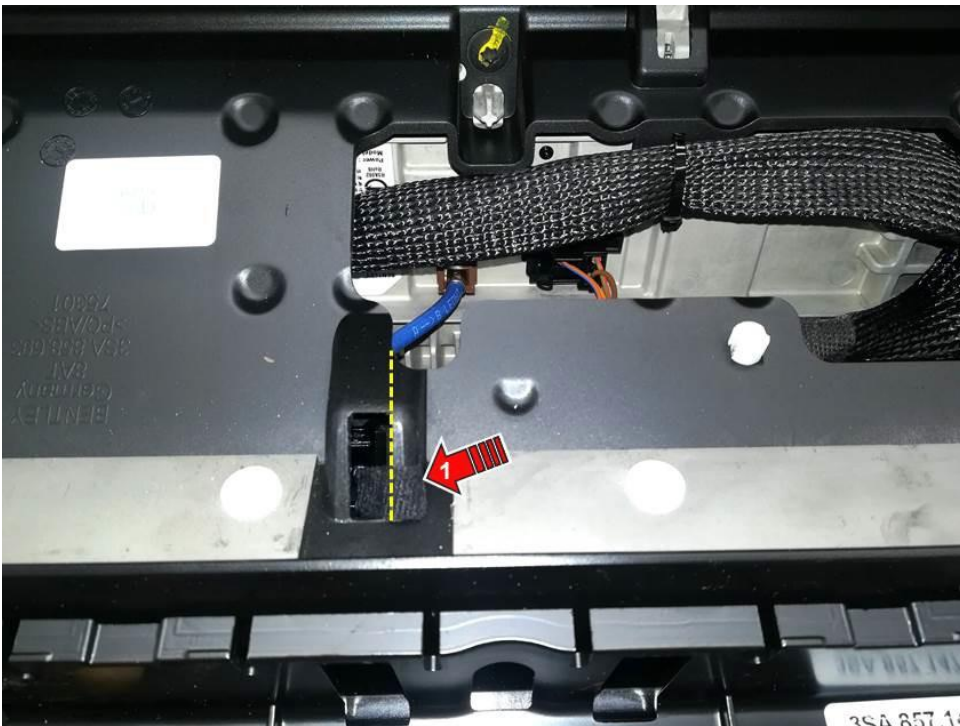


Figure 7

 Several layers of anti-creak tape may be required in order to push the fascia panel in the required direction.

Refit the veneer face fascia panel to the “BRD”. Refer to Repair Group 91, “Rotating display veneer panel - To remove and fit”.

Temporarily refit the driver and passenger side dashboard fascia panels. Refer to Repair Group 70, “Dashboard fascia panels - To remove and fit”.

Switch on the ignition and reinitialise the “BRD”. Refer to Repair Group 91, “Rotating display - To initialise”.

Measure the gaps (A & B) between the veneer face fascia panel and the passenger and drivers side fascia panels (Figure 8)



Figure 8

The correct gapping must be 1.5mm +/- 0.5mm tolerance. The gap between the veneer face fascia panel and passenger and drivers side fascia panels MUST be parallel on both sides.

IMPORTANT: The minimum functional gaps for A & B is 1mm

If the gaps are not within the specified values then add/remove anti-creak tape to adjust accordingly.

If the gaps are within the specified tolerance, refit all trim components.

Section 2 - To adjust the “BRD” veneer face in the vertical axis

TIP: Please note this section only applies to vehicles which have the chrome pinstripe specified

Visually check the chrome brightware strip on the “veneer face” fascia panel is aligned with the chrome strips at points A & B on the passenger and drivers side fascia panels (Figure 9)

Check that the minimum functional gap is maintained between the bottom of the BRD and the switch pack at points C & D



Figure 9

The specified tolerance in the vertical plane (A & B) is 0.5mm.

The specified minimum functional gap between the BRD and the switch pack (C & D) is 1mm.

If the chrome brightware strip on the “vener face” fascia panel is out of line, carry out the following to adjust the panel.

Remove the dashboard fascia panels. Refer to Repair Group 70, “Dashboard fascia panels - To remove and fit”.

Remove the veneer face fascia panel from the “BRD”. Refer to Repair Group 91, “Rotating display veneer panel - To remove and fit”.

Place the veneer face fascia panel face down on a soft, clean and protective work surface.

i Only carry out the following steps on the required side. If the veneer face fascia panel only requires aligning on one side, then carry out the following steps on that particular side only

Carefully file the ribs (arrow) on TOP of the lowermost outer locators pin/s (1) of the fascia panel casting (2), to leave them flat and smooth (Figure 10)

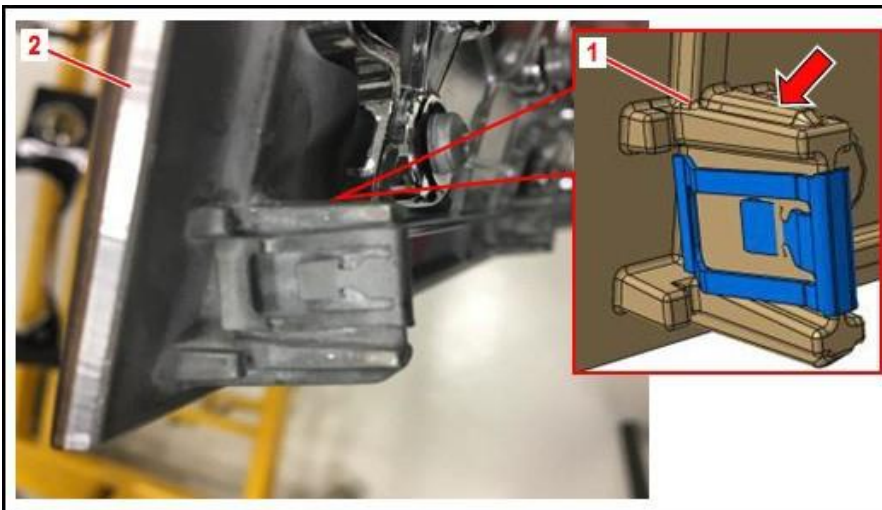


Figure 10

i Do NOT remove any more material than required. If in doubt remove a small amount at a time.

Apply anti-creak tape (arrow) to the opening section of the appropriate locating pin receiving hole as shown in Figure 11.



Figure 11

 Several layers of anti-creak tape may be required in order to push the fascia panel to the required amount. Apply the tape in the bottom to lift the fascia panel up, or apply the tape in the top to push the fascia panel down.

Refit the veneer face fascia panel to the “BRD”. Refer to Repair Group 91, “Rotating display veneer panel - To remove and fit”.

Temporarily refit the driver and passenger side dashboard fascia panels. Refer to Repair Group 70, “Dashboard fascia panels - To remove and fit”.

Switch on the ignition and reinitialise the “BRD”. Refer to Repair Group 91, “Rotating display - To initialise”.

Visually check that the chrome brightware strip on the “veneer face” fascia panel is aligned with the chrome strips at points (A & B) on the passenger and drivers side fascia panels (Figure 12)

Check that the minimum functional gap is maintained between the bottom of the BRD and the switch pack at points (C & D)



Figure 12

The tolerance in the vertical plane (A & B) is 0.5mm.

The specified minimum functional gap between the BRD and the switch pack (C & D) is 1mm.

If the chrome brightware strip on the “veneer face” fascia panel is still out of line, and is not within the specified tolerance then add/remove anti-creak tape to adjust accordingly.

If the chrome strip is within the specified tolerance, refit all trim components.

Section 3 - To adjust passenger side and drivers side fascia panels in the inboard and outboard axis

Adjust (where necessary) the “BRD veneer face” fascia panel in both side to side and up and down axis as previously described.

 Caution.

Under no circumstances should any attempt be made to adjust the “BRD” module inboard or outboard by adjusting any of the four setting screws (arrows) shown in Figure 13.

The setting screws (arrows) are factory sealed and any attempt to make adjustments via these four screws may result in failure of the rotating display and/or information display touch screen.

Any evidence of tampering will void warranty claims.

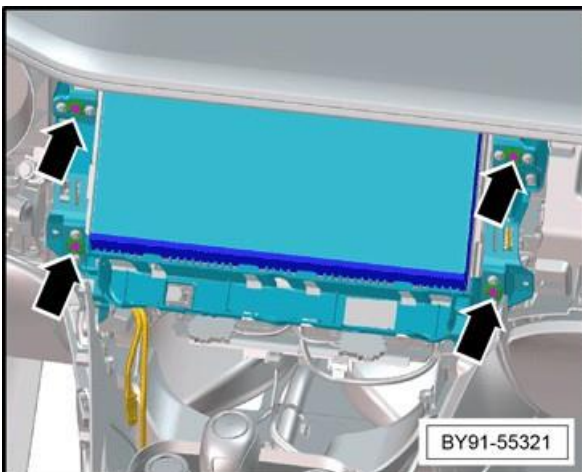


Figure 13

Measure the profile (D) between the “BRD” veneer face fascia panel and the passenger and drivers side fascia panels (Figure 14)

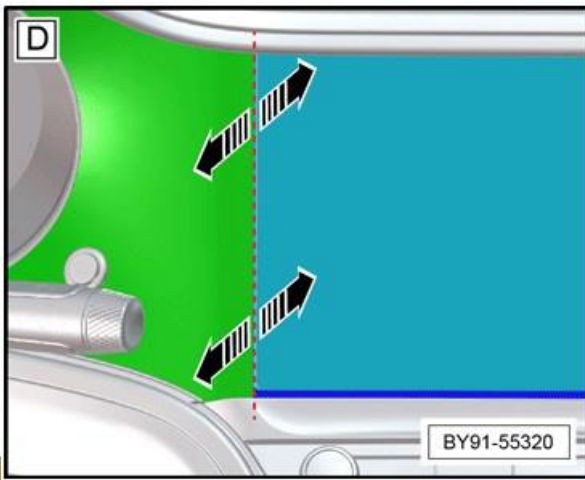


Figure 14

The specified setting dimension for the “BRD” fascia panel is -0.5mm (under flush) +/- 0.5mm tolerance and MUST be equal on both sides. If either of the passenger and drivers side fascia panels are out of tolerance and require adjustment, make a note of which point requires adjustment and by how much on each panel.

Remove the appropriate passenger side or drivers side dashboard fascia panel. Refer to Repair Group 70, “Dashboard fascia panels - To remove and fit”.

Carry out the following on the appropriate panel to bring in line with the “BRD veneer face” fascia panel.

Passenger side fascia panel inboard adjustment

With the fascia panel face down on a soft, clean and protective work surface, remove the appropriate spring clip(s) (arrow) as required (Refer to Figures 15 and 16)



Figure 15

i Note. The locator pin (1) is for adjustment the top of the fascia panel and locator pin (2) is for adjusting the bottom of the fascia panel. All other locator pins are not affected.

Carefully file the “RPS” points (arrows) by the required amount that the fascia panel needs to move in.

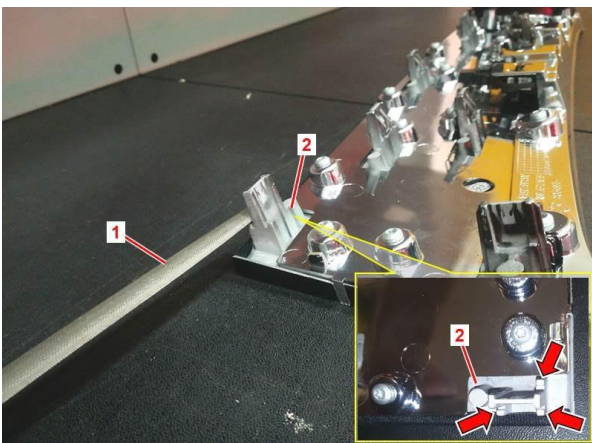


Figure 16

i Note. Referring to Figure 16 - The upper locator pin (2) has three “RPS” points (arrows) whereas the lower locator pin only has two

“RPS” points.

Refit the passenger side fascia panel and check that it fits to the specified tolerances.

Once the specified tolerances are met, refit all trim components.

Passenger side fascia panel outboard adjustment

With the fascia panel removed, apply anti-creak tape around the entire perimeter of the opening section of the appropriate receiving hole as shown in Figure 17.



Figure 17

i Note. Several layers of anti-creak tape may be required in order to push the fascia panel out to the required amount. Position (1) to push the bottom of the fascia panel out and position (2) to push the top of the fascia panel out.

Driver side fascia panel inboard adjustment

With the fascia panel face down on a soft, clean and protective work surface, remove the appropriate spring clip/s from the locator pin.

i Note. The locator pin (1) is for adjusting the bottom of the fascia panel and locator pin (2) is for adjusting the top of the fascia panel. All other locator pins are not affected (Figure 18)

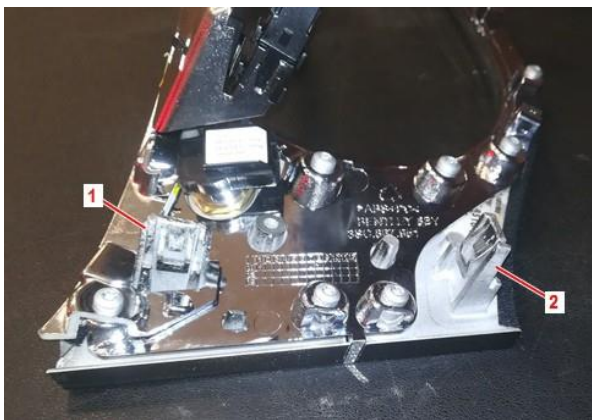


Figure 18

Carefully file the “RPS” points (arrows) by the required amount that the fascia panel needs to move in (Figure 19)

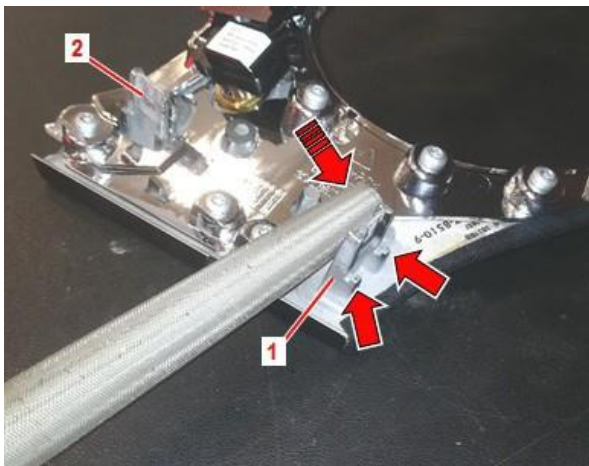


Figure 19

i Note. The upper locator pin (1) has three “RPS” points (arrows) whereas the lower locator pin (2) only has two “RPS” points.

Refit the driver side fascia panel and check that it fits to the specified tolerances.

Once the specified tolerances are met, refit all trim components.

Driver side fascia panel outboard adjustment

With the fascia panel removed, apply anti-creak tape around the entire perimeter of the opening section of the appropriate receiving hole as shown in Figure 20.

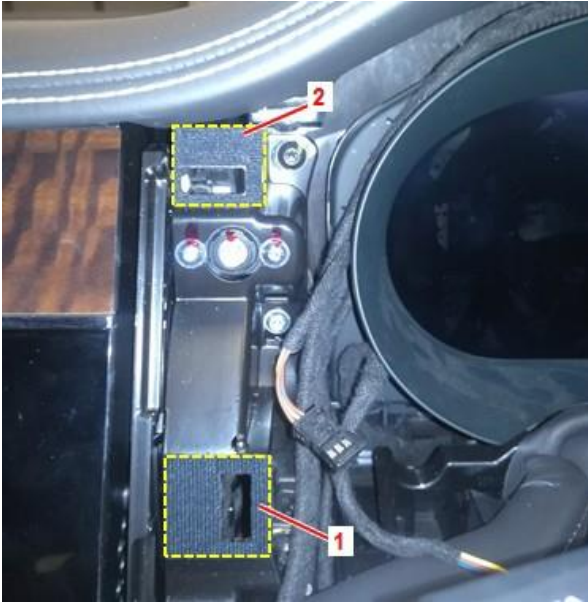


Figure 20

i Note. Apply anti-creak tape at position (1) to push the bottom of the fascia panel out and position (2) to push the top of the fascia panel out (Figure 20)

Once the specified tolerances are met, refit all trim components.

If 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 21 as an example)



Figure 21

- All returned BRD's must be packaged in the replacements original packaging (Figure 22) to avoid any damage during return transit



Figure 22

- 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

Time to conduct Section 1

Damage Information

Warrantytype 910 or 110

ServiceIDnumber 9132

Damage type 01 00

Labour

Labouroperationcode 91321501

Time 60 Time units

Time to conduct Section 2

Labour

Labouroperationcode 91321502

Time 70 Time units

Time to conduct Section 3

Damage Information

Labour

Labouroperationcode 91321503

Time 80 Time units

Parts information

Anti-creak adhesive tape black - 10mm diameter - Part number 3W08008651CW or source locally