

Technical product information

Topic	Rotating screen alignment - Minimum standards could not be achieved
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.	2065896/2
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		*	*	*
3S3*	2023	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The chrome brightware strip on the “veneer face” fascia panel of the Bentley Rotating Display (BRD) may appear to be misaligned with the passenger and/or drivers side fascia panel chrome strips (Minimum standards could not be achieved)

Or

The “veneer face” fascia panel of the Bentley Rotating Display (BRD) is misaligned with the passenger and/or drivers side fascia panels

Or

Tapered condition between the “veneer face” fascia panel of the Bentley Rotating Display (BRD) and the passenger/driver side fascia panels

Technical background

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 fascias) the display must be rotated

NOTE: Manual rotation of the BRD will damage the drive belt. In the event the BRD is unresponsive (BRD will not rotate/partially rotated), the BRD unlock procedure within Rep.Gr 91 (Rotating display – Manual unlock) should be referred to and conducted to remove the Veneer, dials

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

-

Measure

Bentley Rotating Display “BRD” adjustment overview

▪

NOTE: For photographic purposes only, some of the images are shown with the Dashboard assembly removed, Do Not remove the dashboard assembly to conduct the onward instructions

Hint: Not all of the onward procedures may be required to be conducted, the operative **MUST** only conduct the required adjustment procedures



VERY IMPORTANT: When measuring the gaps and profiles Do Not use a metallic measuring tool as this will cause damage to the fascia/trim components

- Referring to Figure 1 - Using a suitable measuring tool that will not damage the veneer fascias - Measure the gaps and profiles at the 6 points shown for the veneer and dials



Figure 1

- Determine whether adjustment is required by referring to the standards shown in Figure 2 - Refer to the onward instructions regarding re-working and achieving the required gap and profile condition for the applicable components

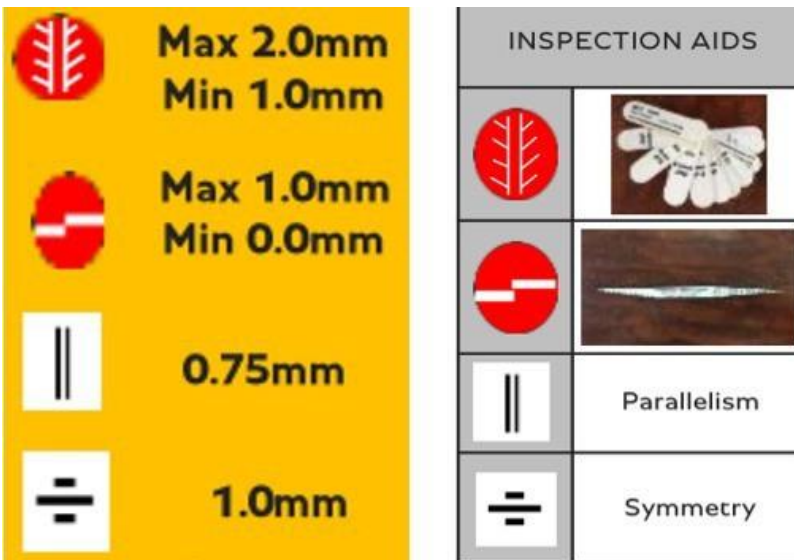


Figure 2

Passenger side

- Remove the Passenger's side fascia panel - Rep.Gr 70
- Referring to Figure 3 - Remove clips from the x2 fixing towers which fit into the BRD



Figure 3

- Referring to Figures 4 and 5 - File down the control ribs on each clip tower to achieve the required profile once refitted



Figure 4



Figure 5

- Before re-fitting the passenger side fascia panel, anti creak tape must be applied to the BRD mating face at the locations shown (Figure 6)



Figure 6

- Refit the x2 fixing tower clips
- Refit the Passenger's side fascia panel - Rep.Gr 70

Drivers side

- Remove the Driver's side fascia panel - Rep.Gr 70
- Repeat the re-work process on the drivers side fascia panel as detailed in the passenger side rework section



Figure 7

- Before re-fitting the drivers side fascia panel, anti creak tape must be applied to the BRD mating face at the locations shown in Figure 6

Note:

In the event that excessive material has been removed through filing, apply up to x4 strips of anti-creak tape to pack out the fascia

Tapered condition

In the event a tapered condition is evident as Figure 8, follow the onward instructions

- Remove the Driver's side fascia panel - Rep.Gr 70



Figure 8

- Referring to Figure 9 - Apply anti-creak tape as shown (up to x4 strips) to "reposition" the fascia and remove the tapered condition



Figure 9

- Refit the Driver's side fascia panel - Rep.Gr 70

MMI Fascia rework

- Referring to Rep.Gr 91 - Remove the Rotating display veneer panel
- To adjust the gap - Referring to Figure 10, the centre lower clipping tower will need to be filed down on one side to create space for the MMI fascia to move across within its locating aperture



Figure 10

- Apply anti creak tape to the opposite side on the rotating display unit aperture. This will move the MMI over to the desired direction (Figure 11)



Figure 11

- Referring to Rep.Gr 91 - Refit the Rotating display veneer panel

Warranty accounting instructions

Warrantytype 910 or 110

ServiceIDnumber 91 32

Damage type 01 00

Radio/navigation unit adjust side

Labouroperationcode 91 32 15 01

Time 60 Time units

Radio/navigation unit adjust vertical

Labour operation code 91 32 15 02

Time 70 Time units

Radio/navigation unit complete adjustment

Labouroperationcode 91 32 15 03

Time 80 Time units

Parts information

Anti-creak adhesive tape black - 10mm diameter - Source locally