

Technical product information

Topic	Mood lighting operational issues
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2051511/9
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
lighting system, signalling -> interior illumination -> background lighting	functionality -> uneven	
lighting system, signalling -> interior illumination -> background lighting	functionality -> without function / defect	
lighting system, signalling -> interior lighting -> door light strip	component / consumables -> damaged	
lighting system, signalling -> interior lighting -> fluorescent tube	component / consumables -> damaged	
lighting system, signalling -> interior lighting	functionality	

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*	2018	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

One or a combination of the following is evident:

- Mood Lighting strip is faulty/incorrect illumination due to the strip being cracked and/or irregularities in the strip (Figures 1 and 2)

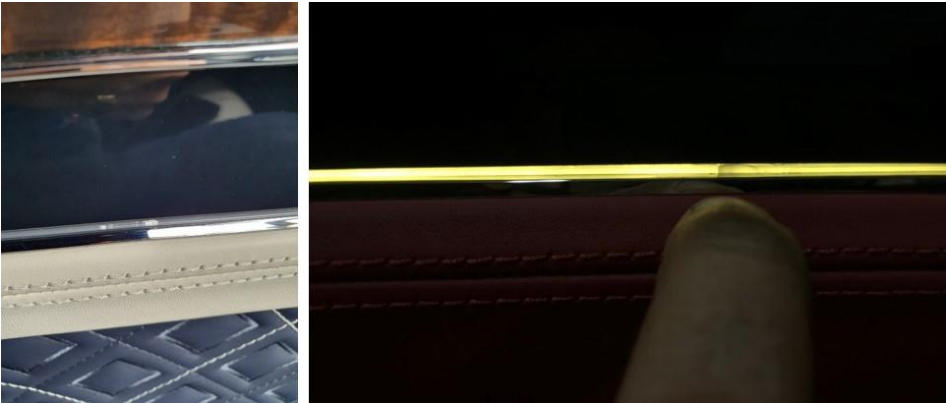


Figure 1

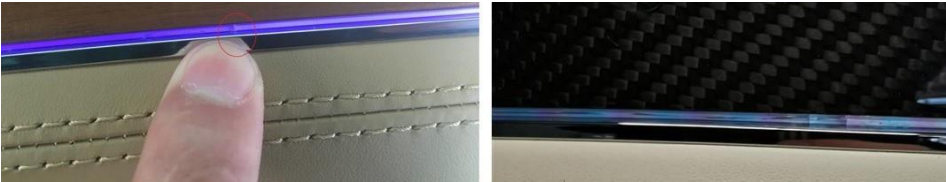


Figure 2

- Mood lighting strip has incorrect colour synchronization and/or sticks to one colour (not changing) (Figure 3)

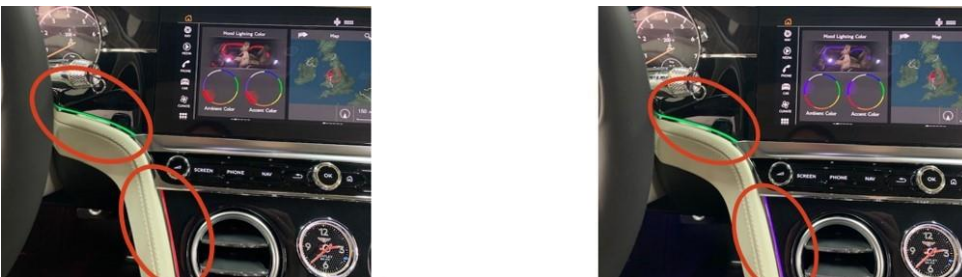


Figure 3

- Mood lighting strip has partial illumination and does not light at all (Figure 4)



Figure 4

Technical background

Revision history

TPI 2051511/9 - Additional checks required including aftermarket features which may have been installed which can affect the mood lighting functionality

Production change

Not Applicable

Measure

⚠ CAUTION

Prior to starting the instructions within this TPI, the Retailer must check and confirm the vehicle is in standard factory condition and has not had any non-approved aftermarket modifications conducted

Should any aftermarket modifications be found, the retailer must make Product Support aware by raising a DISS query to report the details of the modification, you must then await feedback from Product Support before conducting any further work



In the event that non-approved aftermarket modifications have been conducted the operative should proceed from Step 1

- 1) Check the integrity of the applicable mood light strip electrical circuit - Refer to Elsa pro wiring diagrams
- 2) Check the mood light strip electrical connections are correctly made to the affected mood lighting strips, if not connected correctly (Figure 5) refit and confirm connection (Figure 6) and retest



Figure 5



Figure 6

- 3) Should the connector or mood light strip be found to be damaged, replace the mood lighting strip Refer to Elsa pro – Rep.Gr 96 - Mood lighting strips - To remove and fit

Warranty accounting instructions

Due to the numerous symptoms/scenarios please refer to the Labour operations section within Elsa Pro

Parts information

Due to the numerous symptoms/scenarios please refer to the ETKA parts catalogue