

Technical product information

| | |
|------------------------|--|
| Topic | Rotating display/screen - Fault diagnosis - Mechanical malfunction DTC B140107 is evident within 005F |
| 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. | 2067955/2 |
| Level | EH |
| Status | Approval |
| Release date | |

Event memory entries

| Diagnostic address | Event memory entry | Fault type | Fault status |
|----------------------------------|---|------------|--------------|
| 005F - Information electronics 1 | B140107: Mechanics of display unit 1 for multimedia system mechanical malfunction | | static |
| 005F - Information electronics 1 | B140107: Mechanics of display unit 1 for multimedia system mechanical malfunction | | Intermittent |

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 | | * | * | * |
| 3S3* | 2023 | 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 | | * | * | * |
| 3S4* | 2023 | 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 | | * | * | * |
| ZG2* | 2023 | E | | * | * | * |

Documents

| Document name |
|---------------|
|---------------|

| |
|------------|
| master.xml |
|------------|

Customer statement / workshop findings

- Bentley Rotational Display (BRD) operational issues
- Mechanical malfunction DTC B140107 evident within 005F

Technical background



Depending on the symptom please also ensure that the TPI's below have also been referred to and conducted as required

- 2065895/- Rotating display/screen noise - Diagnosis for complaints relating to noise during operation and/or during a drive cycle
- 2065896/- Rotating screen alignment - Minimum standards could not be achieved
- 2065897/- Rotating display inoperative - Rotating display may fail to function or stick in one position DTC B140107 within 005F (Up to VIN SCBCA13S3KC073865)



CAUTION: In the event the BRD is unresponsive (BRD will not rotate), the BRD unlock procedure within Rep.Gr 91 (Rotating display – Manual unlock) should be referred to and conducted to remove the Veneer, dials



The operative should follow the process to unlock the BRD, attempting to rotate the BRD manually can cause damage to the drive belt



CAUTION: In the event that damage was caused by attempting to rotate the BRD manually without following the unlock procedure within Rep.Gr 91 (Rotating display – Manual unlock) the applicable warranty claim may be cancelled

BRD balance weight removal - MMI screen part number suffix 'E' level or above

Please note: The removal of the left hand balance weight (x1) is only required in the event that the part number of the MMI screen is 'E' level or above and the Veneer is specified with the chrome pinstripe option – In this scenario please refer to Rep.Gr 91 - Rotating display - Balance weight removal

Bearing displacement check

HINT: Referring to Figures 1 and 2, if there is a large gap on one side of the fascia panel and a small gap on the opposing side or a report of clashing with driver fascia or clunking the operative should check to confirm the bearings of the unit have not displaced as shown in Figure 3

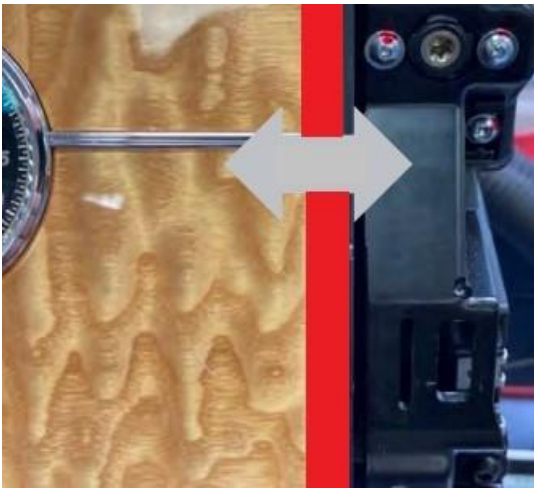


Figure 1

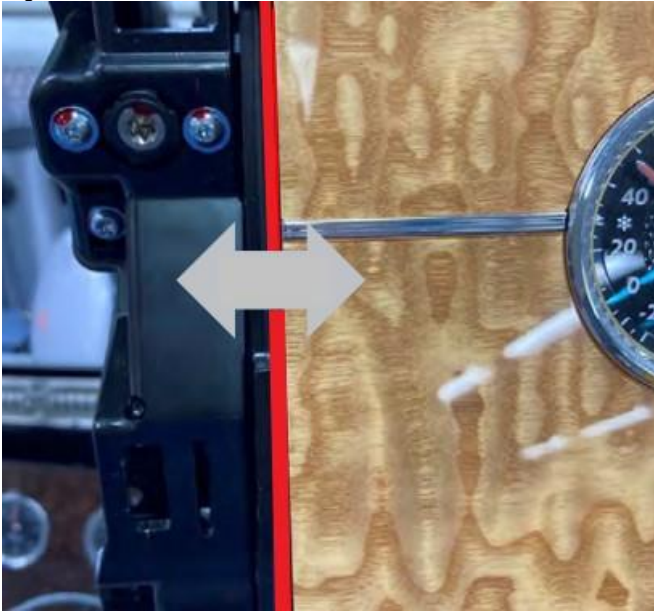


Figure 2



Figure 3

In the event the symptoms are as detailed within Figures 1,2 and 3 please do not continue with any further diagnosis as the only possible method of repair is to replace the BRD unit, prior to replacing the BRD the operative must raise a Technical DISS query to request permission to replace the BRD unit ensure clear photographs or videos of the issue are attached

Production change

Not applicable

Measure

1) Capture images and take a clear video of the fault condition

- Save the images and videos as these may be required to be uploaded to a new or existing DISS query

2) Carry out a battery test - Rep.Gr 27 and save the print out of the results as these may be required to be uploaded to a new or existing DISS query



In the event the battery voltage is not to specification, please ensure this is rectified first as this could be the contributing factor to the BRD functionality issue

- 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

Or

In the event the issue is still evident continue with the remaining instructions

3) Using ODIS carry out Guided Fault Finding (GFF) to check for the presence of DTC B140107 or any other applicable BRD related DTC's (Static or Intermittent)

- 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 DTC B140107 is still present, complete the applicable test plan using ODIS ensuring all instructions are completed

4) Conduct a visual check to ensure that the display clocks, dials fascia and veneer fascia are not unclipped from the rotating display assembly (Figures 4 and 5 show an example of the display clocks and/or dials fascia unclipped)



Please note: The BRD must be removed (Rep.Gr 91) to allow visual inspection of the panel at the back of the BRD for signs of unclipping (Figure 4)



Figure 4

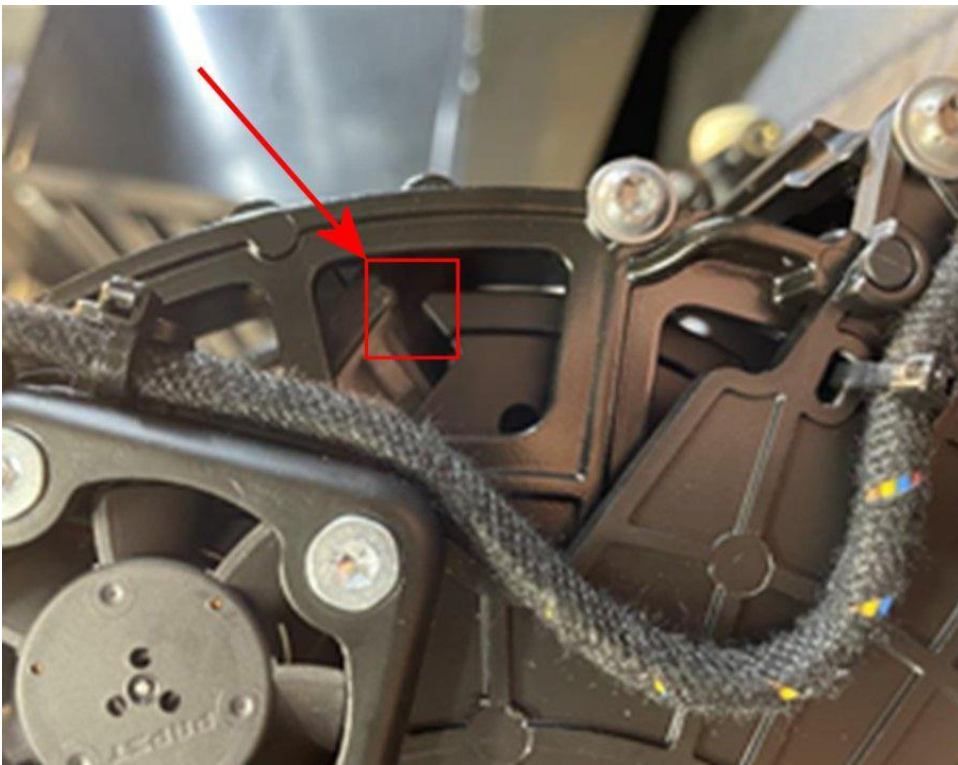


Figure 5

5) Referring to Rep.Gr 91 - Remove the applicable fascia (Display clocks, dials fascia and/or Veneer fascia)

- Referring to Figure 6 - Remove **All** anti creak tape from the (x4) locations shown for the Display clocks and dials fascia and Veneer fascia)

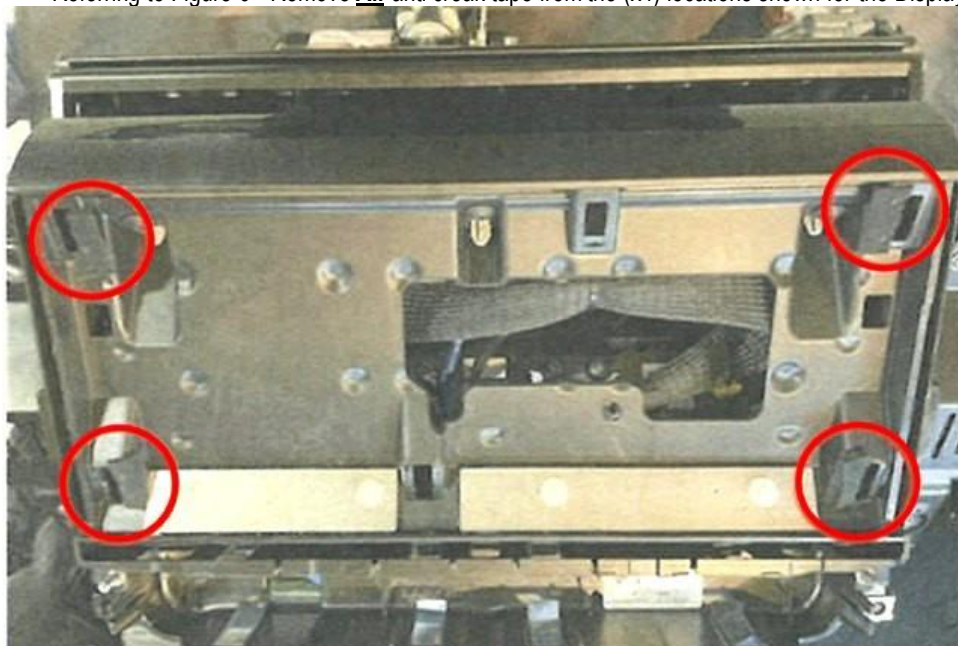


Figure 6

- Adjust the plain veneer fascia and the dial veneer fascia as required - Refer to Rep.Gr 70 and Rep.Gr 91

7) **Micro switch checks**

- Referring to Rep.Gr 91 - Remove the Rotating display



Figure 7 shows the location of each BRD switch (A to D) as follows:

- A - Rotational gauge fascia position
- B - Rotational veneer fascia position
- C - Longitudinal deployed position
- D - Longitudinal rotation position

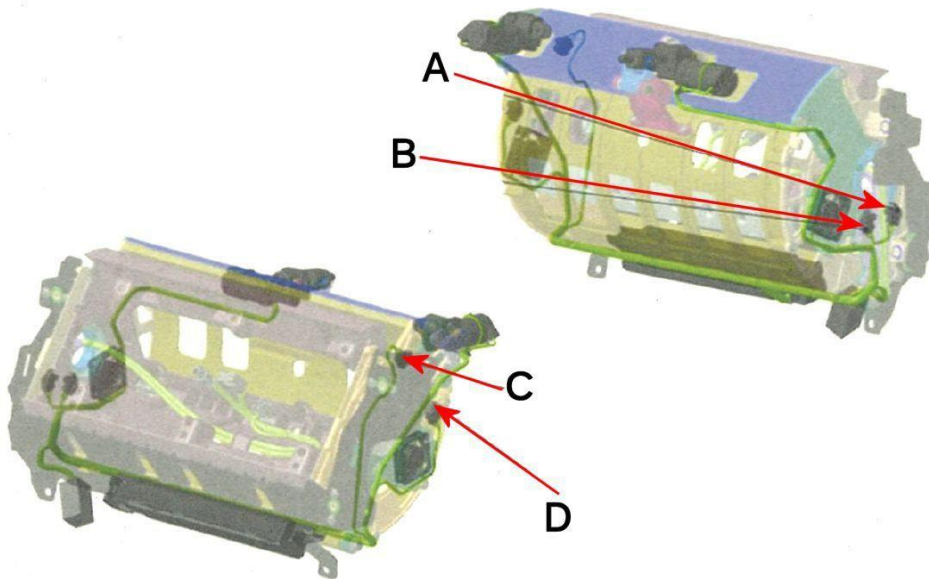


Figure 7

Referring to Figures 8 and 9 check/confirm the condition of the micro switches checking for any abnormalities for example damage and/or striker misalignment



Please note: The micro switch examples shown in Figures 5 and 6 are to specification



Figure 8



Figure 9



NOTE: Figure 10 shows an example of striker misalignment and switch damage



Figure 10

- Once the afore mentioned work has been conducted successfully - Referring to Rep.Gr 91 - Refit the BRD

NOTE: Should any of the previously suggested steps not have been successful please raise a new Technical DISS query or respond via an existing query ensuring all images and videos of the issue including the battery test results and a current ODIS log are attached and await feedback before conducting any further work

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 91 32

Damage code 00 10

Removal and refitting of the rotating display

Labour operation code 91 32 19 01

Time 110 Time units

Diagnosis time using ODIS

Labour operation code 01 50 00 00

Time As per ODIS log (must not exceed 50 Time units)

Battery test

Labour operation code 27 06 01 00

Time 10 Time units

Parts information

In the event that the rotating display and control module were replaced within the applicable warranty period, please ensure that both parts are returned for analysis

However

In the event that only the control module was replaced please return the control module only for analysis