

## Technical product information

<b>Topic</b>	Rotating display/screen noise - Diagnosis for complaints relating to noise during operation and/or during a drive cycle
<b>Market area</b>	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2065895/3
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### 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		*	*	*
3S3*	2024	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		*	*	*
3S4*	2024	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		*	*	*
ZG2*	2024	E		*	*	*

## Documents

Document name
master.xml

Rotating display/screen noise - Diagnosis for complaints relating to noise during operation and/or during a drive cycle

## Customer statement / workshop findings

Various rotating display/screen noises during operation

## Technical background



The scenarios below are listed as a guideline to enable the applicable noise issue to be diagnosed and repaired, in the event the noise and/or symptom does not match any of the Scenarios listed, the operative should raise a DISS query and await feedback before conducting any further work

### Otherwise

The operative **MUST** follow the applicable procedure within the Measure section of this TPI which relates to the customer complaint as follows:

**Scenario 1** - Grinding noise during operation

**Scenario 2** - Rattling noise during operation

**Scenario 3** - Squeak/creak/rattle from the dials during operation or graunching noise from the compass when the vehicle is being driven

**Scenario 4** - Creak/rattle from rotating display whilst driving/uneven operation during rotation

## Production change

Not applicable

## Measure

1) Using ODIS carry out Guided Fault Finding (GFF) check for the presence of any DTC's (Static or intermittent) within all control modules

- Save the ODIS log (first log)
- Attempt to clear all DTC's
- 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

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 applicable steps (Scenario 1 -4) depending on the actual symptom/scenario

### Scenario 1 - Grinding noise during operation

- Referring to Rep.Gr 91 - Remove rotating display
- Check the pulley wheel for fitment/security and ensure the keyway is present and fitted correctly (Figure 1)

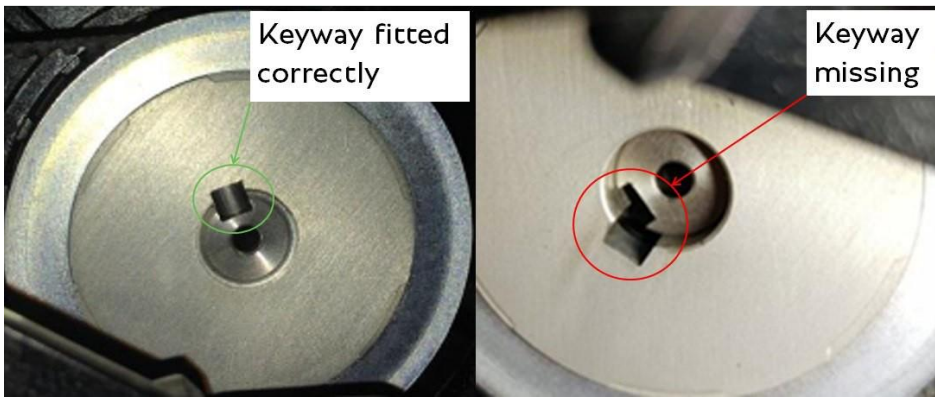


Figure 1



In the event that either defect is present raise a DISS technical query with photos/videos attached and await feedback before conducting any further work

**Scenario 2 - Rattling noise during operation**

- Refer to Rep.Gr 91 - Remove the rotating display
- Referring to Figures 2 and 3 - Check and if necessary tighten the fixing screws highlighted (3Nm), there are 8 fixing screws in total.



Figure 2



Figure 3

- Referring to Rep.Gr 91 - Refit the rotating display and retest.

**Scenario 3 - Squeak/creak/rattle from the dials during operation or graunching noise from the compass when the vehicle is being driven**

When noise is evident from the dials, press on outer bezels (Figure 4) If the noise disappears when the bezels of the dials are pressed - Referring to Gr.91 - Replace the applicable dial(s)

Or

In the event a graunching noise is evident from the compass when the vehicle is being driven - Referring to Gr.91 - Replace the compass



Figure 4

**Scenario 4 - Creak/rattle from rotating display whilst driving**

TIP: This symptom can in some cases be evident due to excessive movement within the rotating display motor pivot assembly (Figure 5)

- The operative should consider the motor pivot assembly



Figure 5

NOTE: To check the motor pivot assembly for excessive movement the rotating display should be removed – Refer to Rep.Gr 91

- Refer to the Bentley Hub and refer to the video referencing TPI 2065895/-

- Should the movement be as shown in the video, the rotating display unit should be replaced

## **Warranty accounting instructions**

### **Diagnostic checks/adjustments to the rotating display (does not include removal of the rotating display)**

Warranty type 110 or 910

Damage service number 91 32

Damage code 00 55

### **Labour**

Labour operation code 91 32 01 51

Time 20 Time units

### **Removal and refitting of the rotating display**

### **Labour**

Labour operation code 91 32 19 01

Time 110 Time units

*For all other repair times please refer to Elsa Pro.*

## **Parts information**

Refer to the ETKA parts catalogue