

Technical product information

Topic	Rear screen sunblind not operating to specification - Minimum diagnosis requirements before replacing the sunblind
Market area	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)
Brand	Bentley
Transaction No.	2070643/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> trays, storage compartments, handles	noise, vibration	
body fixtures and fittings -> sunblind operation -> electrically lower rear screen blind	noise, vibration -> noise	
body fixtures and fittings -> sunblind operation -> electrically raise rear screen blind	noise, vibration -> noise	
body fixtures and fittings -> sunblind operation -> electrically lower rear screen blind	functionality -> without function / defect	
body fixtures and fittings -> sunblind operation -> electrically raise rear screen blind	functionality -> without function / defect	
information, navigation, communication, entertainment -> audio, video, television	noise, vibration	
body fixtures and fittings -> sunblind operation	noise, vibration	
body fixtures and fittings -> sunblind operation	functionality	
body fixtures and fittings -> rear view mirror, sun visors, sunblind	noise, vibration	

Vehicle data

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

Rear screen sunblind not operating to specification - Minimum diagnosis requirements before replacing the sunblind

Customer statement / workshop findings

The rear screen sunblind is not operating to specification

Or

a combination of the following symptoms are evident

- Rear sunblind does not operate
- Rear sunblind is noisy during operation
- Rear sunblind operates sporadically
- Rear sunblind is detached on one side

NOTICE

In the event the symptom is not listed above, please ensure the issue is reported via a new or existing Technical DISS query before proceeding with further diagnosis or parts replacement

Technical background

Before replacing any parts the operative must ensure the required information listed within the Measure section is attached to a new or existing DISS query

TPI revision history

- Header data amended

Production change

Measure

- Attach a clear video and photographs of the actual failure mode (see examples of the requirements in Figure 1



Figure 1

- Ensure a clear video and photographs showing the failure mode(s) are attached to the DISS query
- Ensure a full ODIS log is also attached - Figure 2 shows an example of a DTC relating to the rear sunblind which may be evident within address 0046

Address: 0046 System name: 0046 - Convenience system central module Protocol variant: UDS/ISOTP (Events: 1)

Identification:

Event memory entries:

Entry in fault memory	
Number:	B141F15: Rear window shade motor
Fault type 2:	Open circuit/short circuit to B+ passive/sporadic
Symptom:	65622
Status:	00001000

Standard ambient conditions:

Figure 2

NOTICE

In the event permission was given to replace the rear sunblind (via DISS) the operative must attach a photo of the original rear sunblind identification label as shown in Figure 3

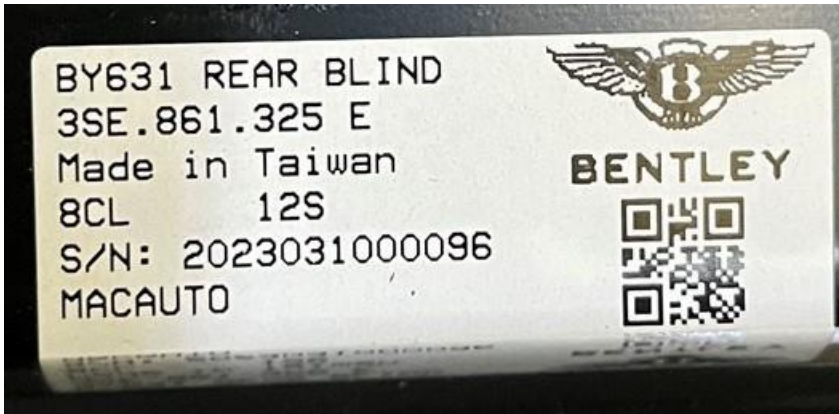


Figure 3

NOTICE

The onward information should also be referred to in the event that one or a combination of the following failure modes are evident, the information has been included within this TPI for guidance purposes only, please ensure any findings/observations are included within the DISS query

Rear blind is detached on one side (Figure 4)



Figure 4

- Referring to Figure 5 - Check to confirm if the rivet and star washer is fitted/secure

NOTE: Figure 5 shows the rivet and star washer detached



Figure 5



NOTE: In this scenario (rear blind detached) the rear blind must be replaced

[Gearbox screws loose \(Figure 6 and Figure 7\)](#)

NOTE: Figure 6 and Figure 7 shows loose gearbox screws

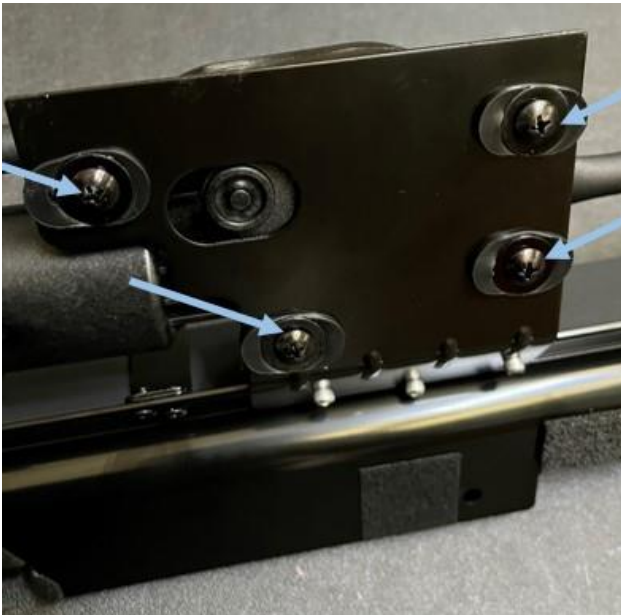


Figure 6



Figure 7



NOTE: In this scenario (gearbox screws loose) the rear blind must be replaced

[Diagnosis requirements - Gearbox jam or Rotator plate jam \(Blind non operational\)](#)



NOTE: Regardless of scenario (Rotator plate jam or gearbox jam) the rear blind must be replaced, the onward instruction must be conducted for monitoring purposes, the operative should respond via a new or existing DISS query ensuring the findings are included within the DISS query (Rotator plate jam or gearbox jam)

- Referring to Figure 8 - Remove the rotator plate fixing

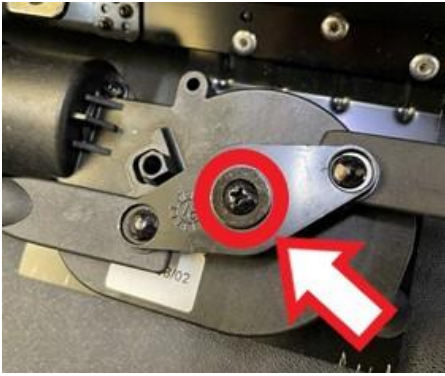


Figure 8

- Referring to Figure 9 - Remove the rotator plate



Figure 9

⚠ CAUTION

The next part of the process should be conducted with extreme care - Do Not touch the motor shaft whilst conducting the next step

⚠ WARNING

The operative must ensure the airbag fuse is removed before conducting the next step Rep.Gr 69

- Reconnect the rear blind electrical connection
- Attempt to operate the blind
- If the motor shaft spins the issue is the rotator plate Jamming
- If the motor shaft does not spin the issue is the gearbox jamming



NOTE: Regardless of scenario (Rotator plate jam or gearbox jam) the rear blind must be replaced, the operative should respond via a new or existing DISS query ensuring the findings are included within the DISS query (Rotator plate jam or gearbox jam)

[Rear sunblind remove and refit process](#)



Hint: The following process has been included within this TPI whilst the Elsa Pro procedure is updated, please follow this process until the revised process is visible within Elsa pro

- Apply masking tape to the parcel shelf sunblind aperture (Figure 10)



Figure 10

⚠ CAUTION

Ensure the parcel shelf assembly is always positioned on a clean/protected surface

- Referring to Figure 11 - Disconnect the electrical plug and unclip the harness from the rear parcel shelf at the locations shown

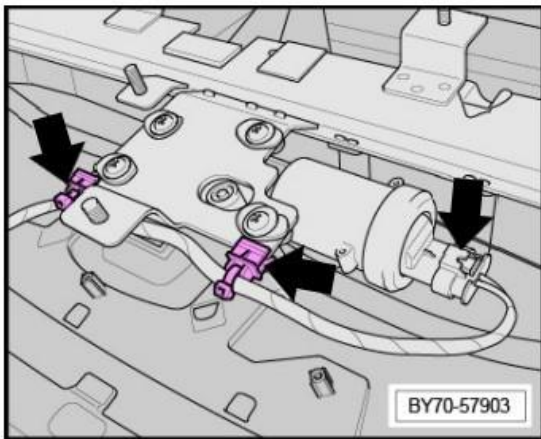


Figure 11

- Referring to Figure 12 - Remove the 13 fixings -arrowed- (3.5 Nm).

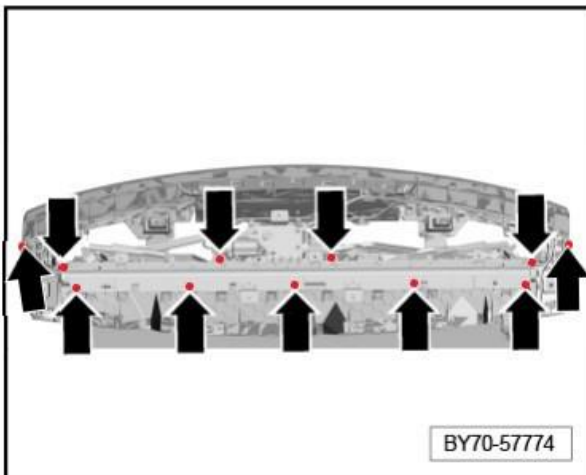


Figure 12

ⓘ NOTICE

Hint: Referring to Figure 13 - Pay attention to the orientation of the guide wheels when conducting the next step (End cap removal)

- Carefully raise one end of the rear window blind -1- out of the rear parcel shelf aperture, until the guide wheel -2- is clear of the rear parcel shelf, remove the fixing -3- and carefully remove the end cap -4- in the direction shown - Repeat for the remaining end cap

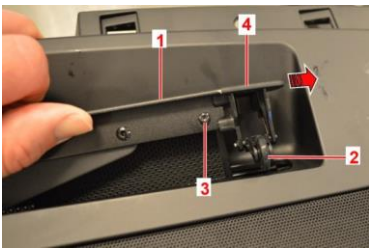


Figure 13

- Referring to Figure 14 - Carefully lift the rear parcel shelf -1- upwards, allowing the pulling bar -2- to pass through the aperture until it is clear of the aperture -3-

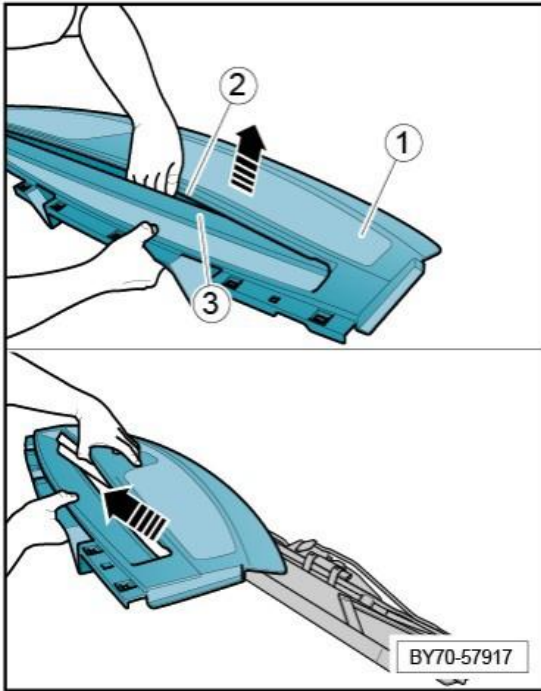


Figure 14

- Installation is the reverse of removal procedure noting the following:

CAUTION

Always clean the rear parcel shelf assembly before refitting it to the vehicle: fingerprints, grease marks or similar can be visible through the rear windscreen and cannot be cleaned when fitted to the vehicle

- Prior to refitting the replacement rear sunblind into the rear section of the parcel shelf the operative should apply masking tape as shown in Figure 15



Figure 15

- The end caps must be removed from the replacement blind assembly before fitting the new blind into the parcel shelf

CAUTION

Referring to Figure 13 - Ensure the guide wheels are orientated correctly prior to fitting the end caps

- Fit both end caps, the end cap screws should be 2+/- 0.5kgf-cm
- Refit the rear parcel shelf as described within Rep.Gr 70 - Before refitting the rear seats and side trim, the operative should open and close the rear blind (x10) cycles whilst monitoring the operation of the blind - Should no issues be evident the operative should continue with refitting the remaining components

Warranty accounting instructions

Warranty Type 910 or 110

Damage Service Number 68 96

Damage Code 00 13

Time to remove and refit the rear screen sunblind

Labour Operation Code 68 96 19 50

Time 30 TU

Time to remove and refit the rear luggage boot cover

Labour Operation Code 70 30 19 00

Time 190 TU

Parts information

Refer to the ETKA parts catalogue