

# Technical product information

<b>Topic</b>	Rear screen sunblind operational issues
<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>	2070643/4
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## 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
<a href="#">master.xml</a>

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## Customer statement / workshop findings

One 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

Should the symptom not be listed above, please ensure the issue is reported via DISS before proceeding with diagnosis / parts replacement

## Technical background

### CAUTION

Before replacing any parts the operative must ensure the required information in the Measure section is attached to a new or existing DISS query. Product Support must give permission via DISS before the rear sunblind assembly is replaced

## TPI revision history - 2070643/4

- Software update for the Convenience system central control unit (J393) has been added within the Measure section



**VERY IMPORTANT:** The software update should only be conducted once. There is no requirement to repeat the software update if the rear sunblind assembly is replaced in the future as the software should be at the correct level

## Production change

## Measure

### WARNING

The operative must ensure the airbag fuse is removed before removing the rear parcel shelf

- Attach a clear video and photographs of the failure mode to a new or existing DISS query (see examples in Figure 1)



Figure 1

- Referring to the applicable wiring diagram - Conduct an electrical integrity check of the rear blind electrical circuit
- 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 could be evident within address 0046*

**Hint:** DTC B14F15 is not always 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:	B14F15: Rear window shade motor
Fault type 2:	Open circuit/short circuit to B+
Symptom:	65622
Status:	00001000
Standard ambient conditions:	

Figure 2

**NOTICE**

The following information has been included for guidance purposes only, please ensure any findings / observations are reported via DISS

Rear blind is detached on one side (Figure 3)



Figure 3

- Referring to Figure 4 - Confirm if the rivet and star washer is fitted / secure

NOTE: Figure 4 shows the rivet and star washer detached



Figure 4



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

Gearbox screws loose (Figure 5 and Figure 6)

**NOTE:** Figure 5 and Figure 6 show loose gearbox screws (not secured to 2.5Nm)

The following may also be evident which confirms the gearbox screws are loose:

Witness marks on the mounting surfaces

Or

Gap(s) between the motor and mounting plate



**NOTE: Should the gearbox screws be loose the rear blind must be replaced - DO NOT attempt to secure the fixings**

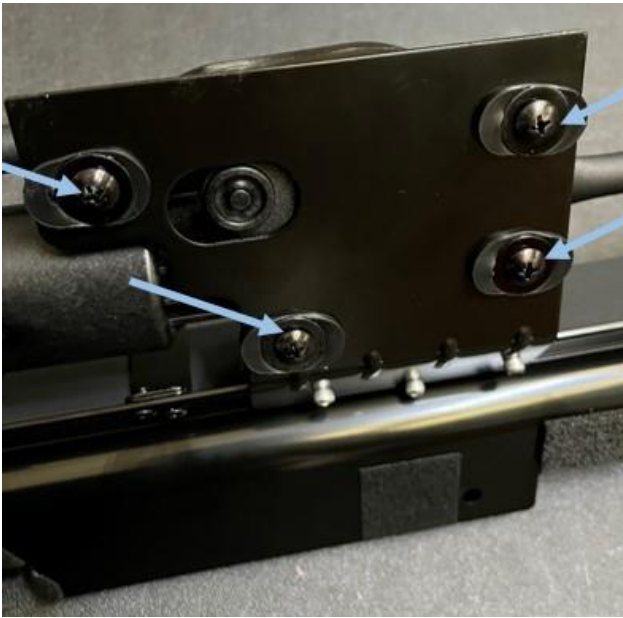


Figure 5



Figure 6

Diagnosis requirements - Gearbox jam or Rotator plate jam (Blind non operational)

- Referring to Figure 7 - Remove the rotator plate fixing (2.5Nm)

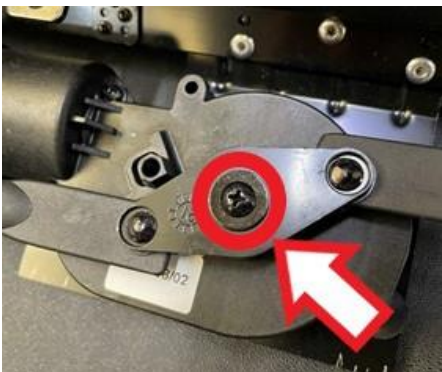


Figure 7

- Referring to Figure 8 - Remove the rotator plate

**NOTICE**

In the event the rotator plate is NOT OK as shown in the examples in Figure 8, the operative should replace the complete blind assembly

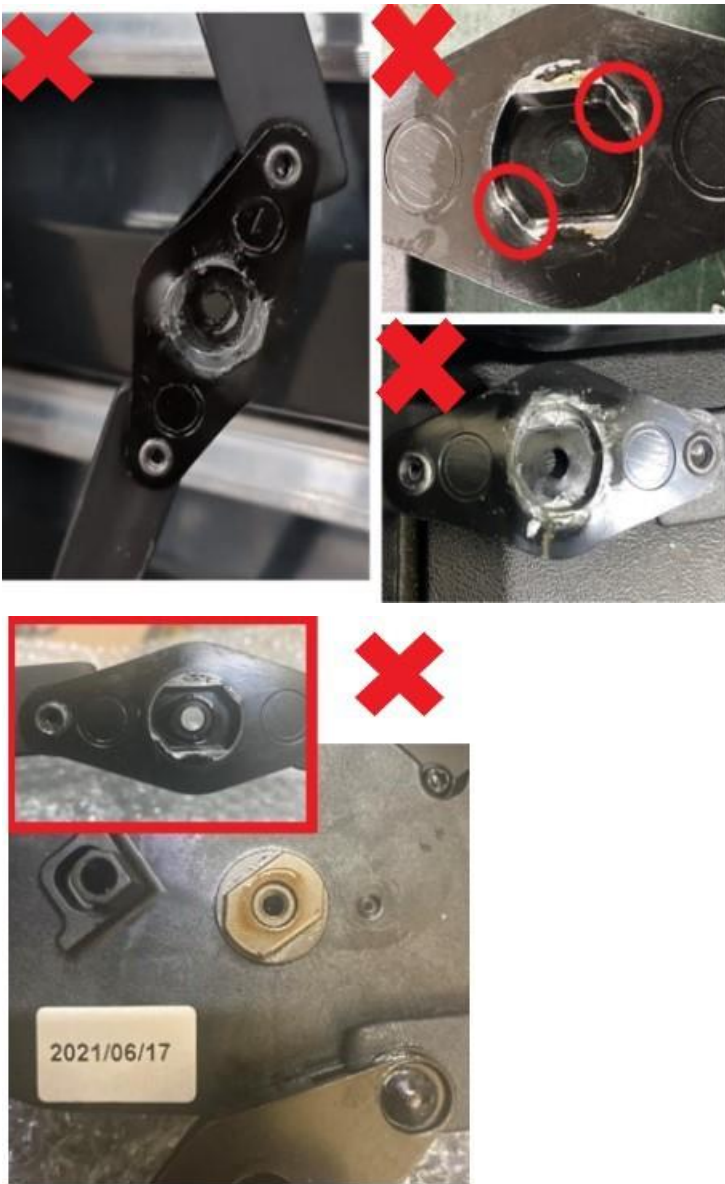


Figure 8

**⚠ CAUTION**

Conduct the next steps (below) with extreme care - Do Not touch the motor shaft whilst conducting the next step

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

## Rear sunblind assembly - remove and refit process (Rear luggage boot cover removed)

- Apply masking tape to the parcel shelf sunblind aperture (Figure 9)



Figure 9

### **CAUTION**

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

- Referring to Figure 10 - Disconnect the electrical plug and unclip the harness from the rear parcel shelf at the locations shown

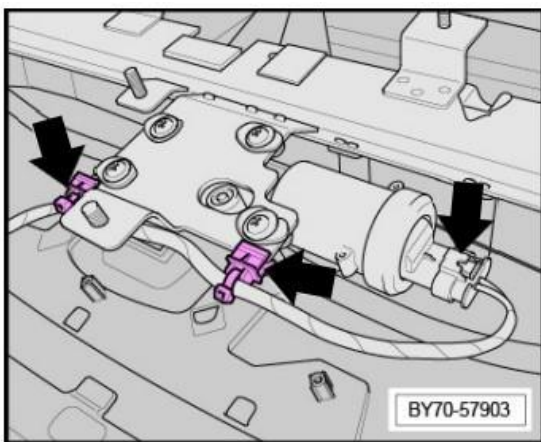


Figure 10

- Referring to Figure 11 - Remove the fixings -arrowed- (3.5 Nm).

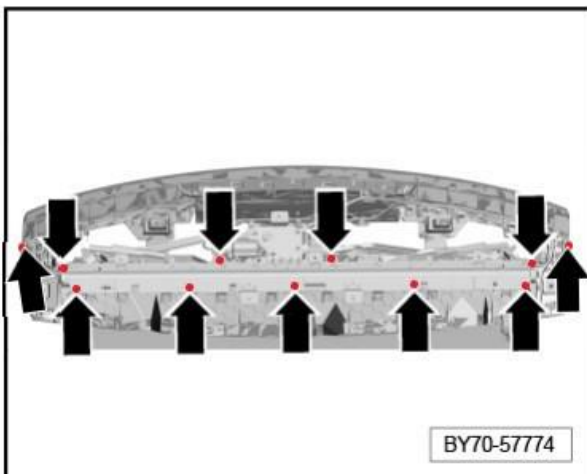


Figure 11

### **NOTICE**

Hint: Referring to Figure 12 - 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

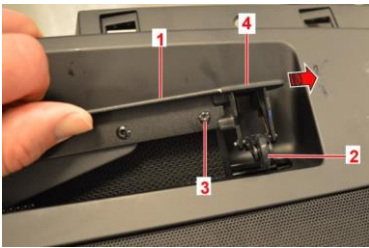


Figure 12

- Referring to Figure 13 - 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-

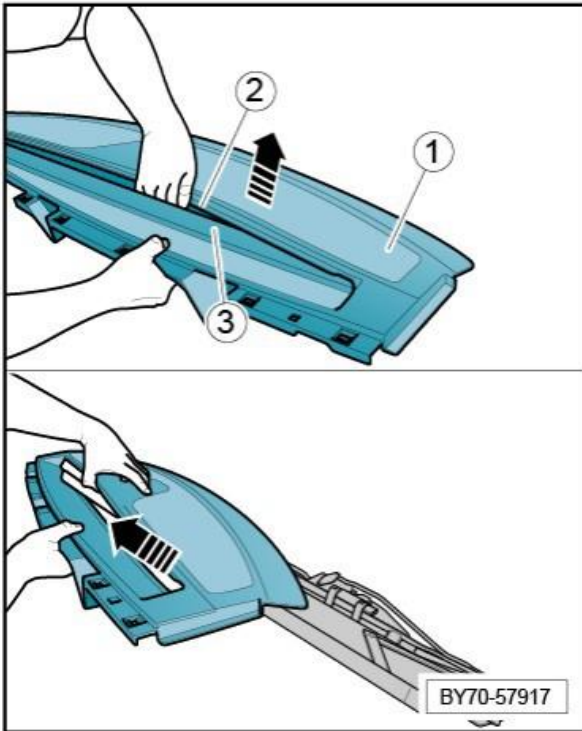


Figure 13

**NOTICE**

In the event permission was given to replace the rear sunblind assembly (via DISS) please attach a photo of the original rear blind assembly label as shown in Figure 14



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 new sunblind into the rear section of the parcel shelf the operative should apply masking tape as shown in Figure 15



Figure 15

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

**CAUTION**

Referring to Figure 12 - 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



Before refitting the rear sunblind the operative must check to confirm the software level within the Convenience system central control unit (J393)

In the event the software version is **V03.935.378.NW** please conduct the software update instructions to completion

However

Should the software version be **ZDC V03.935.428.LJ** (Figure 16) the software is at the latest level the operative should refit the rear parcel shelf as Rep.Gr 70

**Hint:** Before refitting the rear seats and side trim, the operative should open and close the rear blind (x5) cycles whilst monitoring the operation of the blind - Should no issues be evident the operative should continue with refitting the remaining components

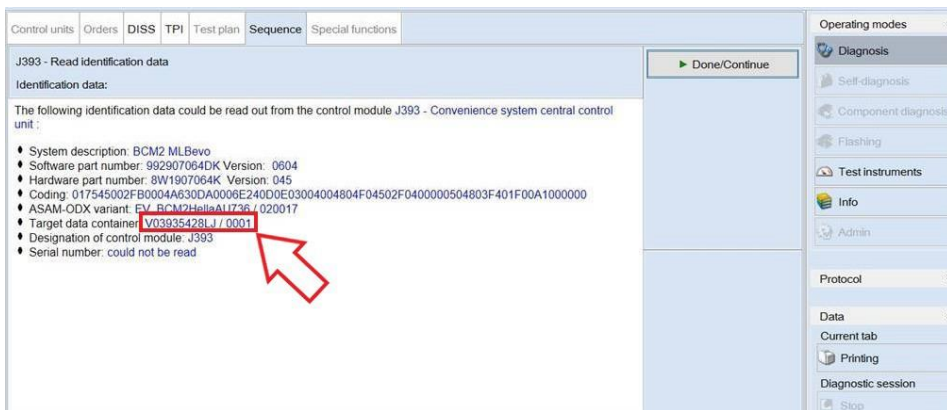


Figure 16



**VERY IMPORTANT:** The software update should only be conducted once. There is no requirement to repeat the software update if the rear sunblind assembly is replaced in the future as the software should be at the correct level

Software update

The closed-circuit voltage of the vehicle must be at least 12.5 V during the update. Connect a suitable battery charger to the vehicle. For further information refer to the Repair manual

During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc) ensure the main light switch is set to 'off' and leave the driver's door open

Because of the highest transmission stability you **MUST** use the diagnosis interface VAS 6154 (WiFi diagnostic tool) ONLY in USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode

Do Not under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of any control units  
The operative must ensure the ODIS version is 2.32.0 or later

- Select and run Guided fault finding

Referring to Figure 17 - Within the Special functions tab select SVM - Code Input (A) then select Perform test (B)



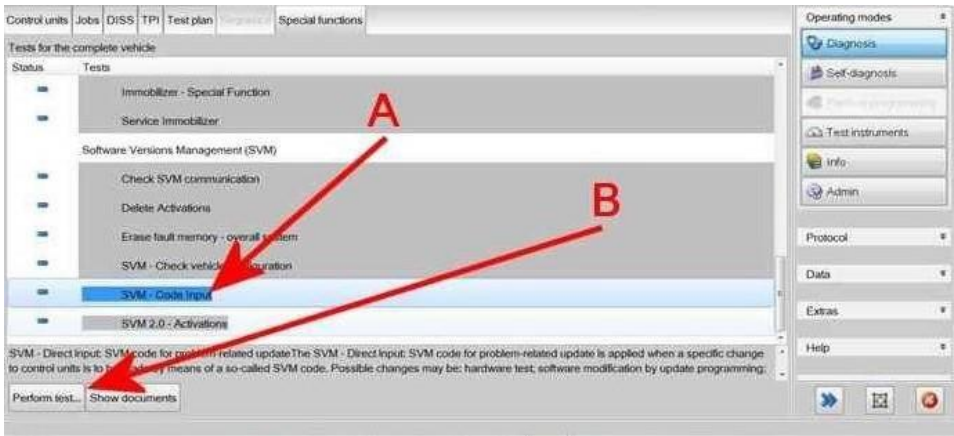


Figure 17

- On the next screen enter the SVM code **371046BLINDZDC01** - Select Adopt (Figure 18)

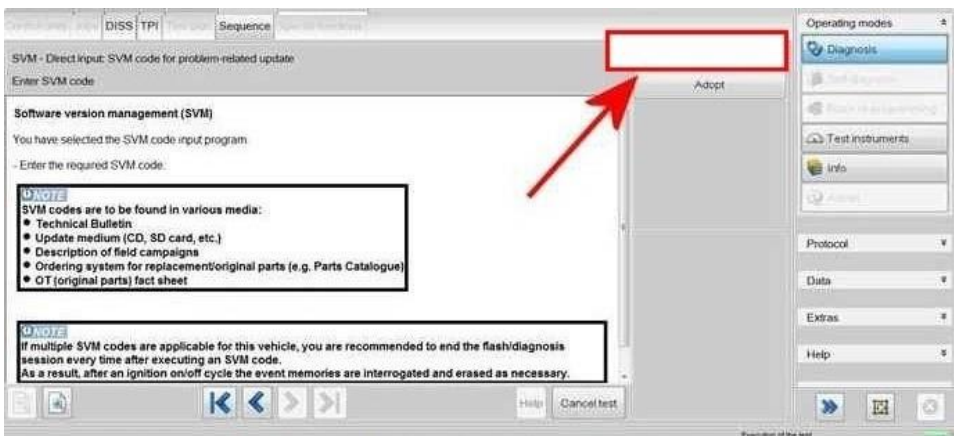


Figure 18

- On the following screen, confirm the code - Then select Yes

All control modules will be interrogated

The SVM action will then take place

Follow all on screen prompts until program end

- On completion - Switch off the ignition

Remove the diagnostic interface from the OBD port

Switch off and remove the battery charger from the vehicle

Close the bonnet, boot and all doors

Lock the vehicle

- Wait 5 minutes to allow the vehicle to go into bus silence

When 5 minutes has elapsed, unlock the vehicle and open the driver's door

Switch on the ignition

Erase all applicable DTC's

- 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 (x5) 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 replace the rear blind motor

### **Time to remove and refit the rear luggage boot cover**

Labour Operation Code 70 30 19 00

Time 190 TU

### **Time to conduct the software update**

Labour operation code 01 51 00 00

Time As per ODSIS log (Must not exceed 30 TU's)

## **Parts information**

Refer to the ETKA parts catalogue