



Connection offline

Technical product information

Topic	2012MY onwards Continental family and Flying Spur - Infotainment unit (RNS) – Replacement Process
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2030765/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Radio, Navigation, MMI, hard drive device functions -> Switch device/MMI on/off -> Start screen	functionality -> without function / defect	
Information, navigation, communication, entertainment -> Radio, Navigation, MMI, hard drive device functions -> Reset device	functionality -> without function / defect	

New workshop code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Radio, Navigation, MMI, hard drive device functions -> Software update	control units, services -> software faulty	

Vehicle data

2012MY onwards Continental family and Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3931*	2012	E		*	*	*
3931*	2013	E		*	*	*
3931*	2014	E		*	*	*
3931*	2015	E		*	*	*
3932*	2012	E		*	*	*
3932*	2013	E		*	*	*
3932*	2014	E		*	*	*
3932*	2015	E		*	*	*
3941*	2012	E		*	*	*
3941*	2013	E		*	*	*
3941*	2014	E		*	*	*

3941*	2015	E		*	*	*
3942*	2012	E		*	*	*
3942*	2013	E		*	*	*
3942*	2014	E		*	*	*
3942*	2015	E		*	*	*
3W2*	2012	E		*	*	*
3W2*	2013	E		*	*	*
3W2*	2014	E		*	*	*
3W2*	2015	E		*	*	*
3W7*	2012	E		*	*	*
3W7*	2013	E		*	*	*
3W7*	2014	E		*	*	*
3W7*	2015	E		*	*	*
3W8*	2012	E		*	*	*
3W8*	2013	E		*	*	*
3W8*	2014	E		*	*	*
3W8*	2015	E		*	*	*
4W21*	2014	E		*	*	*
4W21*	2015	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	3W	*	C	C	065955	999999		
SCB	***	ZA	*	C	C	065955	999999		
SCB	***	ZA	*	D	C	065955	999999		
SCB	***	3W	*	D	C	065955	999999		

Documents

Document name
master.xml
insert_disc.jpg
loading_disclaimer_screen.jpg
on_off_press.jpg
select_56_s.jpg
select_svm.jpg
software_load_time_elepse_039.jpg
software_loaded_screen.jpg
svm_ok.jpg
svm_trarge_actual_screen.jpg
master.doc



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Technical product information

Transaction No.: 2030765/2

2012MY onwards Continental family and Flying Spur - Infotainment unit
(RNS) – Replacement Process

Customer statement / workshop findings

Infotainment system malfunction

Technical background

To enable the investigation into the cause of the fault and thus produce data that will lead to improvements in future systems, Bentley Motors requires the following to be carried out before an Infotainment unit (RNS) is replaced.

Production change

Measure

Before replacing any RNS unit contact your Bentley TSC describing the customer fault and your initial findings in detail via DISS, see below.

Do not continue with component replacement until instructed by your TSC

Prior to any action being carried out the dealer must endeavour to confirm that the complaint can be reproduced in the workshop.

The following information must be contained on the DISS BAID

- A photograph or video showing the issue or/and audio file if noise is related.
- Confirmation that TPI 2028463/2 (Infotainment unit (RNS) – Lock up recovery) has been carried out where applicable. (Applicable prior to VIN SCBBE53W2DC [REDACTED])
- A full diagnostic log before and after the investigation
- The Serial number (CRIN) of the original RNS unit. Process detailed below.
- If the issue cannot be replicated, then the RNS should be reset. Reset process detailed below. If the issue cannot be replicated after reset, then the RNS unit **should, at this point, not be replaced.**
- Before finally replacing the RNS unit the relevant electrical connections **MUST** be checked for full and correct connectivity
- If the RNS unit is replaced then it **MUST** be confirmed on the DISS BAID that the issue is resolved.
- The original RNS unit must be retained by the dealer or returned to Bentley Motors, in line with current Bentley policy, ready for any parts return request.

Reset procedure

Firstly using the button press reset method and if that is not successful carry out a "fuse pull" reset



Note: Ensure a suitable battery charger is correctly connected to the vehicles electrical system for the duration of both the following procedures

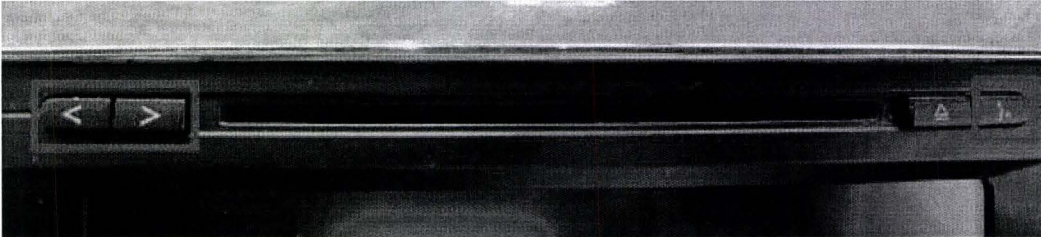


Figure 1

1. Option 1a Carry out a button press reset of the RNS unit
 - a. Insert the key into the ignition switch and turn on the ignition
 - b. Almost simultaneously, but ensuring the two buttons on the left are press slightly before, press and hold the three buttons at the top of the infotainment unit screen (see Figure 1)
 - c. Once the three buttons are released the infotainment screen will go blank, and then display the Bentley wings
 - d. Within five minutes the system should have fully re-started indicated by either the radio or media screen operating

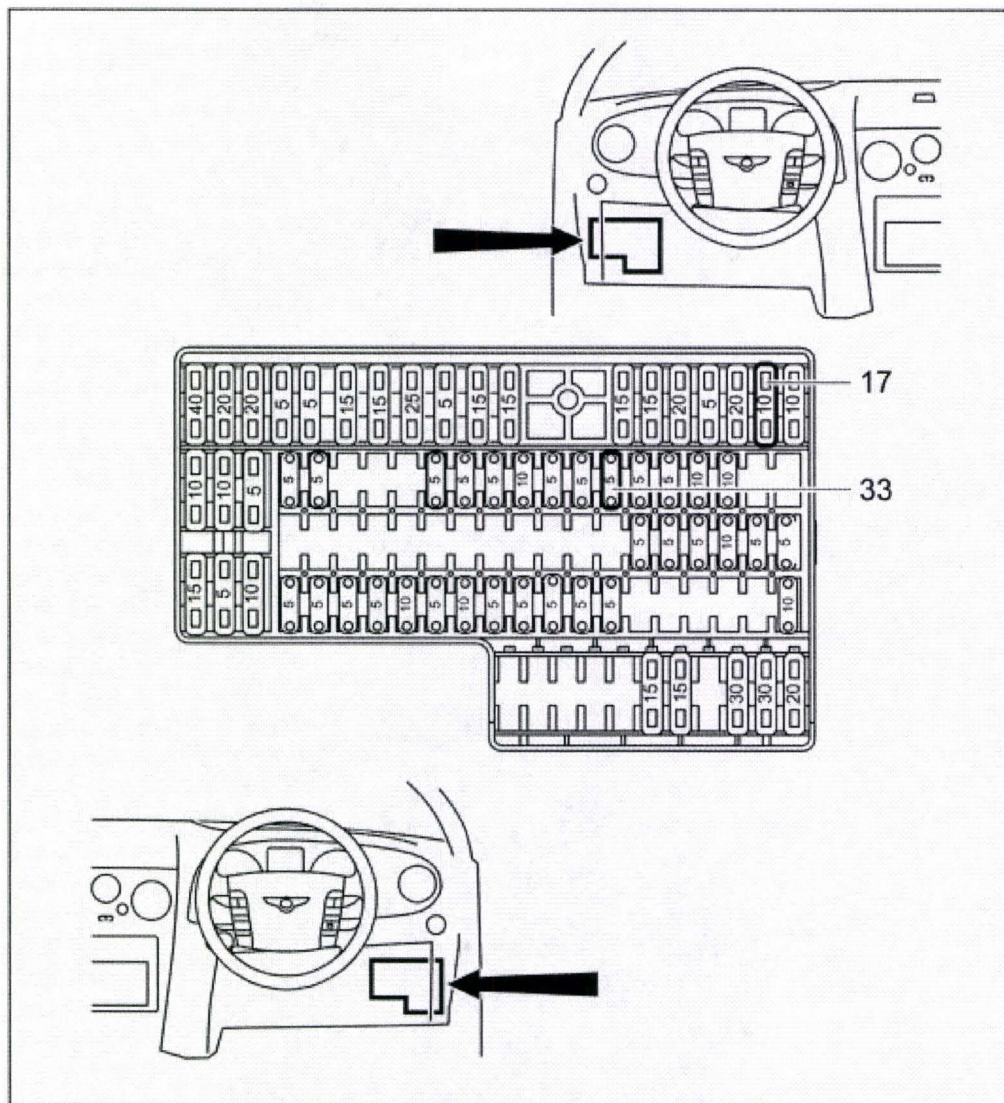


Figure 2

2. Option 1b carry out "fuse pull" reset. Note this should only be performed if option 1a does not recover the unit
 - a. Ensure the ignition is switched off and the key is placed on the top roll
 - b. Remove the drivers knee roll outer trimmed panel enabling access to the Drivers facia fusebox. Refer to workshop manual Rep.Gr70-Dashboard panels - Knee roll assembly – To remove and fit
 - c. Remove fuse 17 (10A) and fuse 33 (5A) from the drivers facia fusebox. (see Figure 2) Once the fuses are removed they can then be replaced
 - d. Insert the key into the ignition switch and turn on the ignition
 - e. The Bentley wings should be displayed
 - f. Within five minutes the system should have fully re-started indicated by either the radio or

media screen operating

To read Serial number (CRIN)

Use Onboard Diagnostic Information System via VAS

1. Start Diagnosis
2. Select Model and Engine type

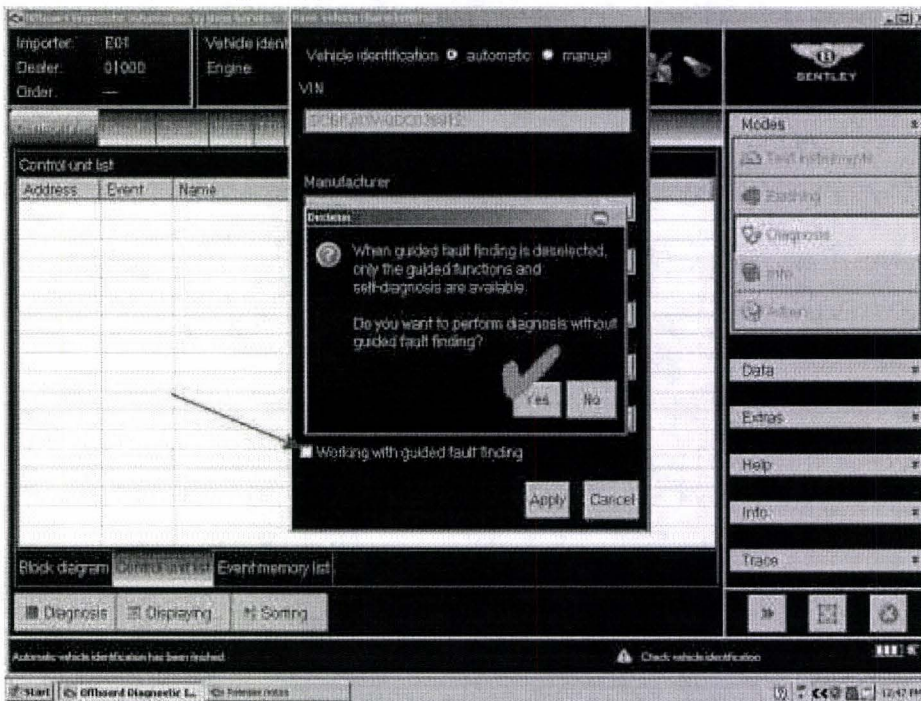


Figure 1

3. De select *Working with guided fault finding* (see Figure 1)

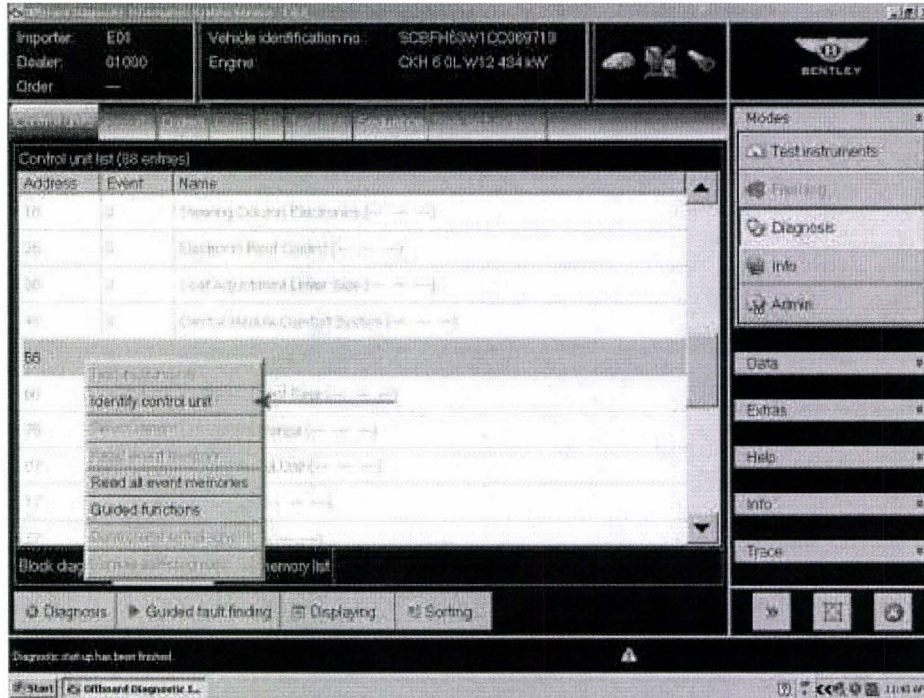


Figure 2

4. In Control units select 56 – Radio. Touch, hold then release the selected box to reveal drop down menu then select *Identify control unit* (see Figure 2)

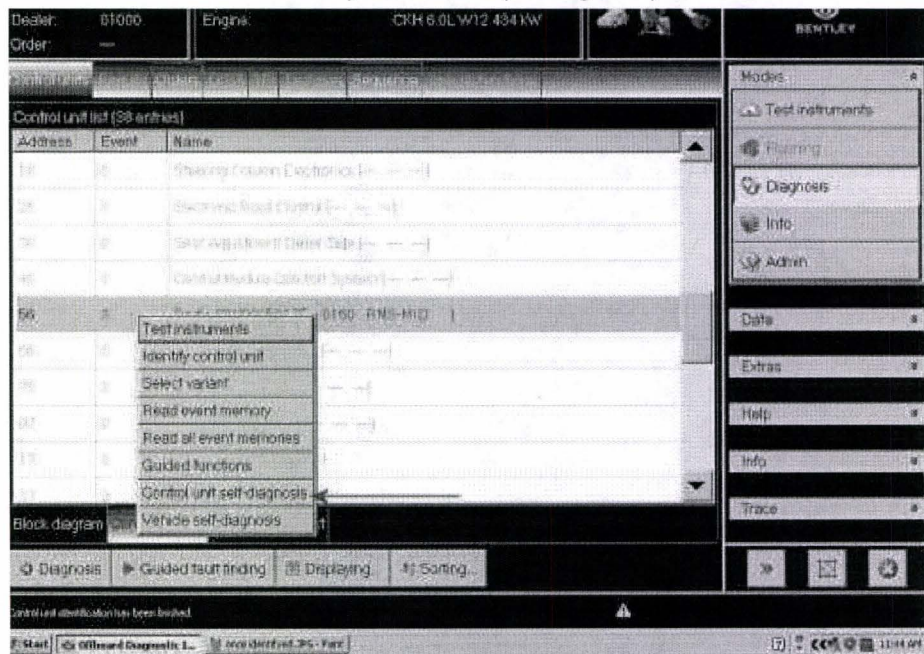


Figure 3

5. Once the control module has been identify by the diagnostic program touch, hold then release the selected box again to reveal drop down menu this time select *Control unit self – diagnosis* (see Figure 3)

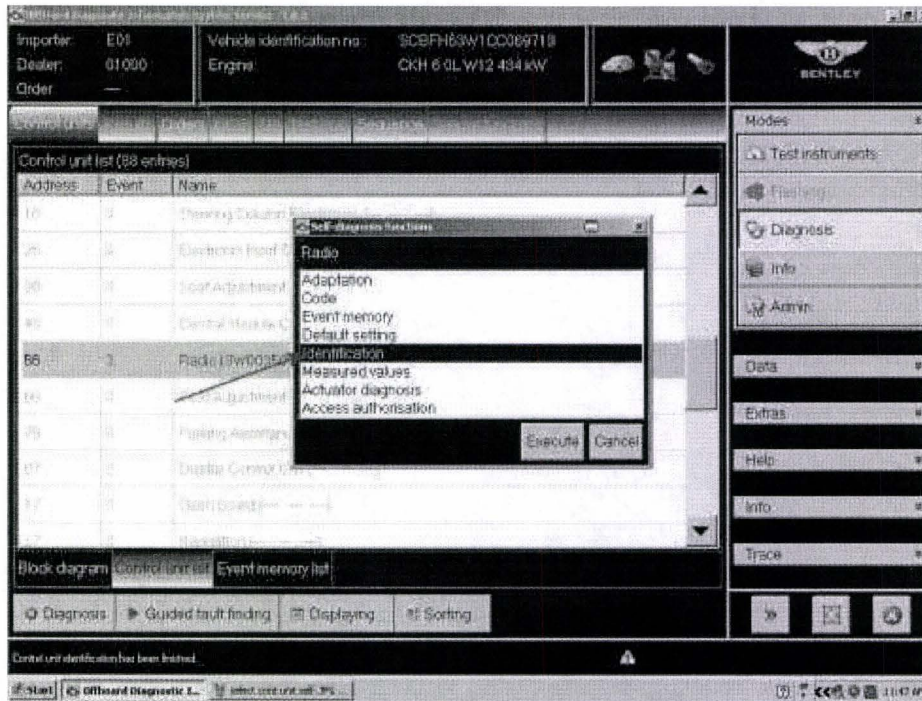


Figure 4

6. Select *Identification* and then *Execute* (see Figure 4)

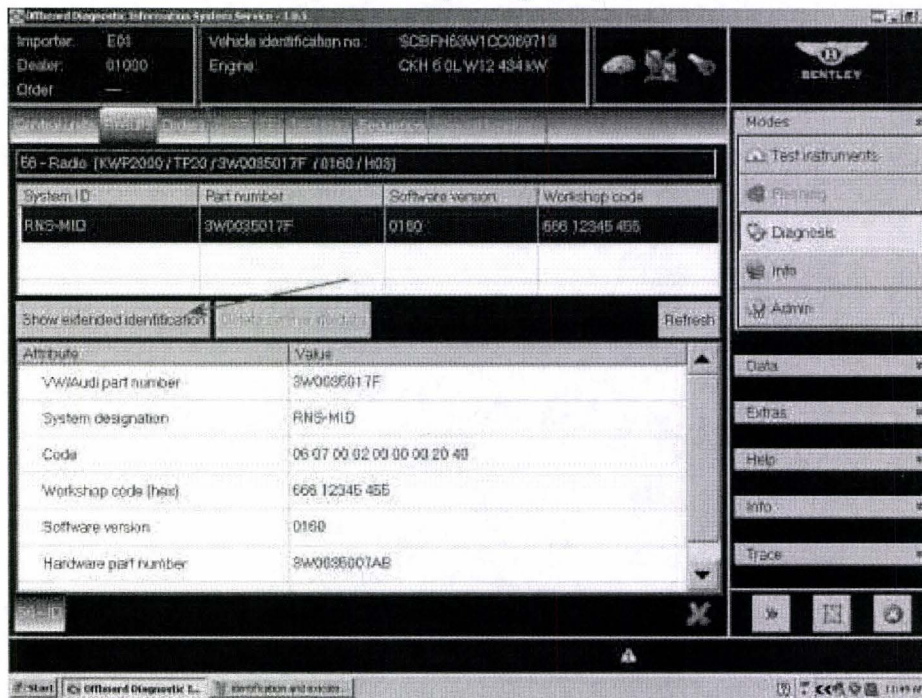


Figure 5

7. Select *Show extended identification* (see Figure 5)

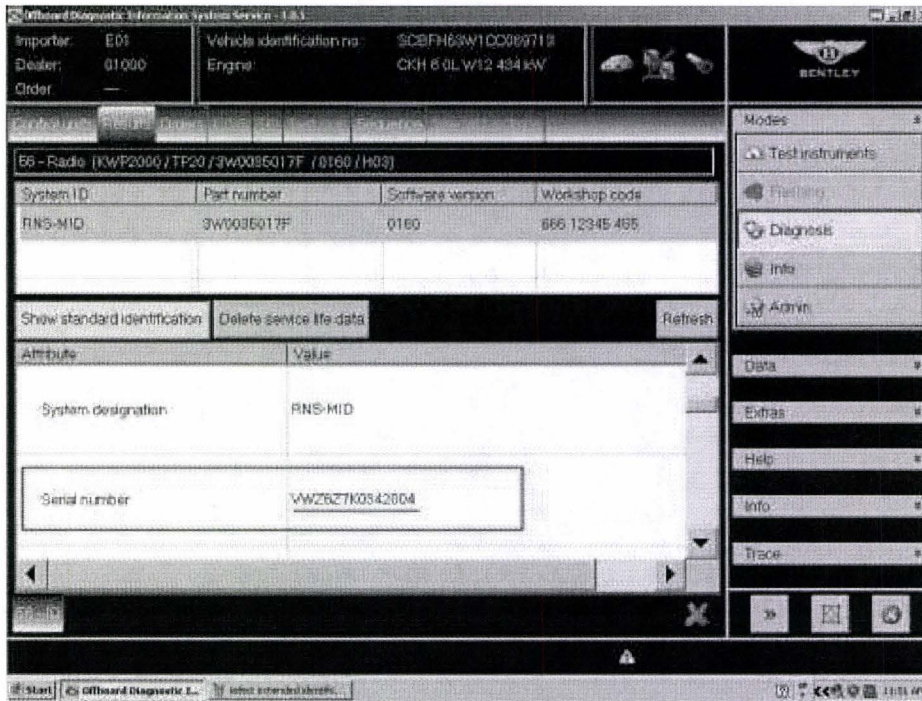


Figure 6

8. Scroll down to display the required 14 digit *Serial number* (CRIN) (see Figure 6)

Warranty accounting instructions

Warranty Type	910 or 110
Labour Operation Code	01 29 00 02 (for New Continental GT – GTC and Flying Spur) 01 29 00 00 (for Continental Flying Spur and Supersports variants)
Damage Service Number	91 10
Damage Code	02 02
Time	20 TU