

Connection offline

Technical product information

Topic	Multimedia operating controls - sticking
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2034036/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Infotainment sys. control using buttons, control panel, display panel -> Select menu option -> Select menu option using rotary button	functionality -> without function / defect	
Information, navigation, communication, entertainment -> Infotainment sys. control using buttons, control panel, display panel -> Select menu option -> Select menu option using rotary button	functionality -> defective function sequence	

New workshop code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Operation, actuation, voice command -> MMI control panel -> MMI rotary button	functionality -> too stiff	

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*
3Y2*	2014	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	*	C	000001	999999		

Documents

Document name
master.xml

master.doc



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Transaction No.: 2034036/1

Multimedia operating controls - sticking

Customer statement / workshop findings

Push button switches or rotary control (haptic knob) for infotainment system sticks

Technical background

A number of multimedia operating units have been replaced in warranty and subsequently when tested found to be without fault. It has been identified that a slight torsional load can cause the push button switches or haptic knob to stick. When this is the case a minor positional adjustment of the fascia in relation to the multimedia operating unit can be sufficient to stop the buttons from sticking

Production change

Measure

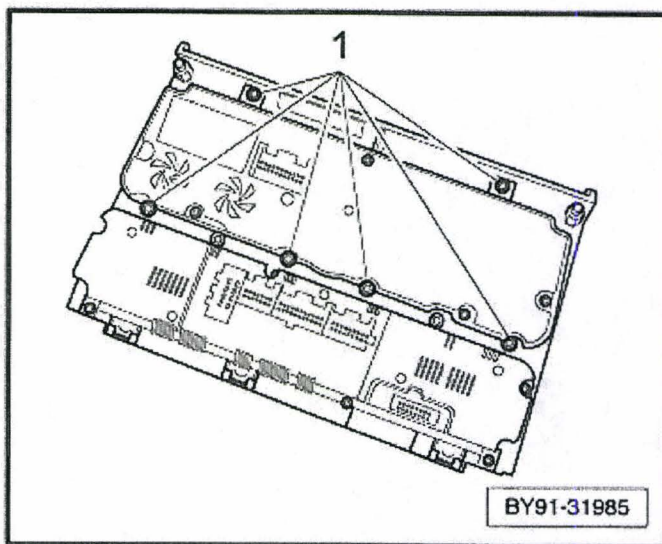


Figure 1

On the occasion that the multimedia operating unit is removed (Rep. Gr.91) for the purpose of replacement for sticking buttons or haptic knob then slacken the six screws (see Figure 1) and retighten to 1.7Nm then retest. If any function is still suspect then continue with your initial diagnosis and fit a replacement unit