

Technical product information

Topic	Rear seat occupants user interface - Touch Screen Remote – no function and self-ejects
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2037452/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Audio, video, television -> Rear-seat entertainment system remote control	component / consumables -> damaged	
Information, navigation, communication, entertainment -> Audio, video, television -> Rear-seat entertainment system control panel	component / consumables -> damaged	
Information, navigation, communication, entertainment -> Audio, video, television -> Rear-seat entertainment system remote control -> Rear seat entertainment system remote control key	component / consumables -> damaged	

New workshop code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Audio, video, television -> Rear-seat entertainment system remote control -> Rear seat entertainment system remote control key	functionality -> does not switch on	

Vehicle data

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4W21*	2014	E		*	*	*
4W21*	2015	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	E**	3W	*	E	*	084021	095610		
SCB	E**	3W	*	E	*	095610	097155		
SCB	E**	3W	*	*	*	040000	042922		

Documents

Document name
master.xml
master.doc

Customer statement / workshop findings

Touch Screen Remote (TSR) does not function (lock up) and ejects from the charging station at 30 second intervals or a Diagnostic Trouble Code (DTC) 4062 is reported in J524 after (as a result of) changing a related component in the system

Technical background

Three components work directly in this system, the TSR, the charging station for remote control (U36) and the rear information display and operating unit control unit (J524 cargate)

The TSR with Software (SW) version 0068 can fail to start from a deep sleep state and will not recover from that state without user intervention. In this situation the TSR will eject from the charging station every 30 seconds so the user may carry out a reset of the TSR..

To expedite the resolution and remove the customer issue new software (SW0074) has been brought forward and introduced in production into the TSR. Using this software in isolation results in DTC 4062 being reported, The DTC will also be reported if a mixed part number suffix condition is present over the three relevant parts of the TSR system

This phenomena is understood and does not compromise system function therefore no action at this time should be taken in response to DTC 4062 being reported on cars using TSR SW 0074 or on cars where a component change has resulted in software disparity

Production change

Interim solution - TSR software (SW 0074) introduced from VIN SCBEN53W9EC [REDACTED]

Therefore cars build in this interim period will, when interrogated, report a Diagnostic Trouble Code 4062 this code should be ignored and does not affect the functionality of the system

New charging station and new control unit are fitted from SCBEN53W3FC [REDACTED] from this VIN onwards the three component system has synchronised software, no fault code will be reported. (Please note although numerically lower this is a later VIN number. This VIN phenomena is due to an unrelated numeric sequence re-set)

Measure



Cars prior to VIN SCBEN53W9E [REDACTED] that exhibits the deep sleep failure to recover can have the TSR remote replaced. No other parts should be replaced in respect to this failure. The replacement TSR should contain either SW0074 or SW0077.

Before introducing the replacement TSR to the charging station the outgoing TSR should have its Blue Tooth allocation in the control unit J524 (cargate) removed. This is to ensure that the new TSR is allocated number 1 device when it is paired with J524 (cargate).

To delete All Blue Tooth devices from control unit J524 (cargate)

1. From within Guided Functions select 28 – Climate control unit rear

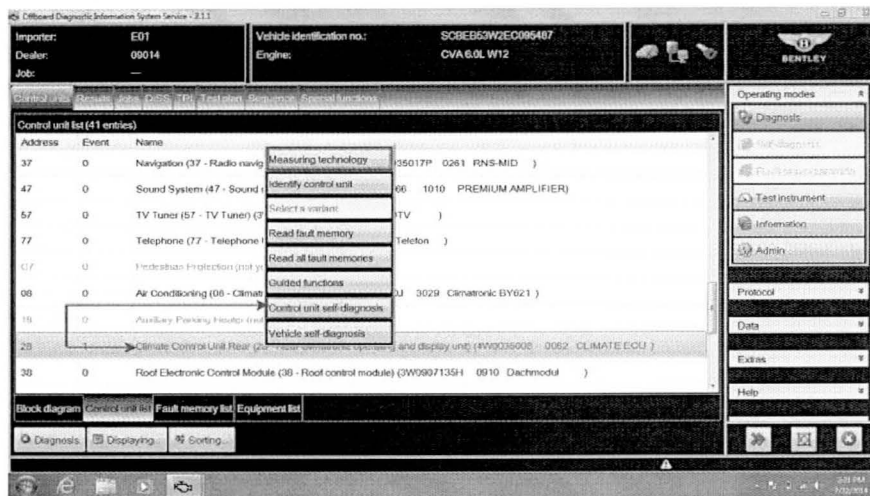


Figure 1

2. Select – Control unit self – diagnostics (see Figure 1)



Figure 2

3. Select – Adaption (see Figure 2)

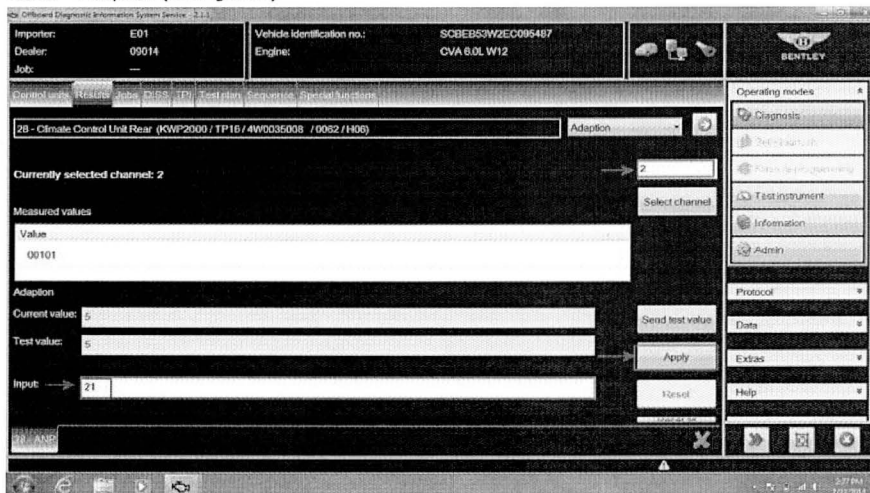


Figure 3

4. Input 2 in Select Channel
5. Input Adaption value 21 and Apply (see Figure 3)
6. The outgoing TSR will lose its Blue Tooth allocation
7. Dispose of the outgoing TSR unit, ensuring it is out of range of the vehicle before fitting the new TSR into the charging cradle

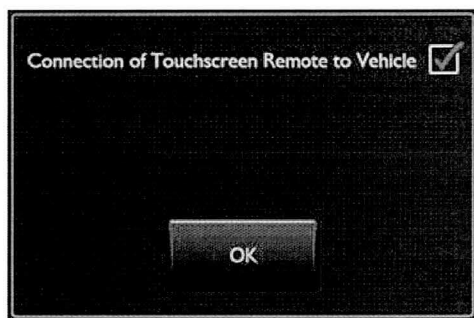


Figure 4

8. With the new TSR installed in the charging cradle accept OK at *Connection of Touchscreen Remote to Vehicle* option (see Figure 4)

Note: Any device previously paired to this system will, if still required, require Blue Tooth pairing

A further service initiative is being considered to eliminate the fault code, DTC 4062, subsequently reported in J524 as a result of fitting this later TSR software

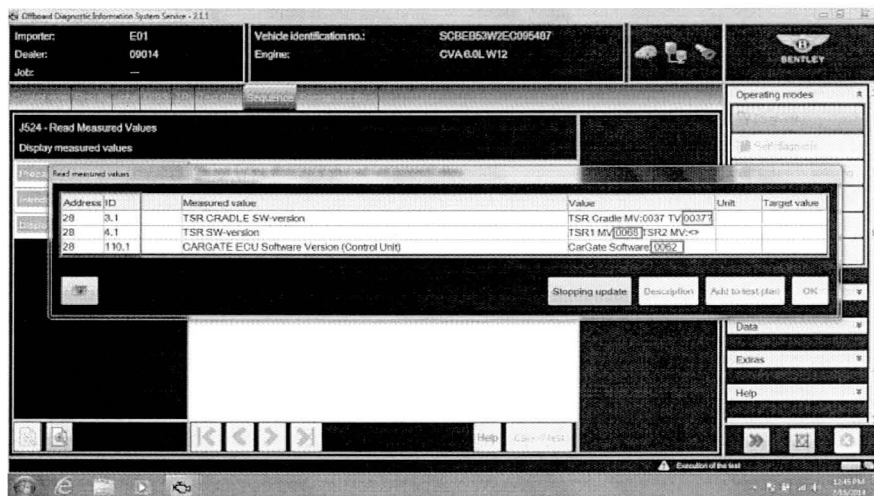
Key Points

- There is no requirement at this stage to replace components in this system for the sole purpose of aligning software levels to remove this DTC. Only specific defective units should be replaced
- Change TSR containing SW0068 only if lock up is reported
- No action at this time should be taken in response to DTC 4062 being reported on cars using TSR SW 0074

VIN	From SCBEB53W0EC [REDACTED] up to SCBEN53W9EC [REDACTED]	From SCBEN53W9EC [REDACTED] up To SCBEN53W3F [REDACTED] 2	From SCBEN53W3FC [REDACTED] onwards
Symptom	Potential for deep sleep lock up	Reports DTC 4062 in J524	Both issues resolved
Software level			
TSR	SW0068	SW0074	SW0077
Charging station for remote control U36	SW0037	SW0037	SW0040
Rear information display and operating unit control unit J524	SW0062	SW0062	SW0070

* Please note although numerically lower this is a later VIN number. This VIN phenomena is due to an unrelated numeric sequence re-set

Note: The software for these components can be read in address 28 Climate Control Unit Rear



Parts information

Displaced part number	New part number	Description	Quantity
4W0 035 189 with SW0068	4W0 035 189 with SW0074 or later	Touch Screen Remote	1