

Technical product information

Topic	2012 MY onwards Continental family and Flying Spur - Infotainment unit (RNS) – Replacement Process
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2030765/6
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
393*	2012	E		*	*	*
393*	2013	E		*	*	*
393*	2014	E		*	*	*
393*	2015	E		*	*	*
393*	2016	E		*	*	*
393*	2017	E		*	*	*
394*	2012	E		*	*	*
394*	2013	E		*	*	*
394*	2014	E		*	*	*
394*	2015	E		*	*	*
394*	2016	E		*	*	*
394*	2017	E		*	*	*
3W2*	2012	E		*	*	*
3W2*	2013	E		*	*	*
3W7*	2012	E		*	*	*
3W7*	2013	E		*	*	*
3W8*	2012	E		*	*	*
4W2*	2014	E		*	*	*
4W2*	2015	E		*	*	*
4W2*	2016	E		*	*	*
4W2*	2017	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	*	040000	999999		

Documents

Document name
master.xml
attachment1.pdf
attachment2.pdf
attachment1.xlsx
attachment2.docx
master.doc



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.

When investigating the concerns raised around the RNS system and related features, for example telephone model, traffic information systems, etc. there is value in collating information with regard to which systems are active when a RNS concern manifests.

The questions below are not exclusive and are a guide to information required by Bentley Motors Ltd which can aid to correct the prognosis of the customer concern.

For telephone related problems, complete the form "Attachment 1".

For navigation and/or other related problems, complete the form "Attachment 2".

Production change

Measure

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

Do not continue with component replacement until instructed by your Product Support.

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 Query.

- Complete either form "Attachment 1" or "Attachment 2" contained within the "**Documents**" section of this TPI and attach to the DISS Query.
- 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 SCBBE53W2DC079170)
- Confirmation that TPI 2039626 (13.5 to 15MY Infotainment unit (RNS) – Fault rectification – restoration software) has been carried out where applicable (See TPI for VIN ranges)
- 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, the RNS unit **should not be replaced**.
- If the fault can be replicated then the relevant electrical connections **MUST** be checked for full and correct connectivity.
- In all cases before the RNS is replaced authority **MUST** be gained from Product Support. Failure to follow this process will influence payment under warranty.
- 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 pressed 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

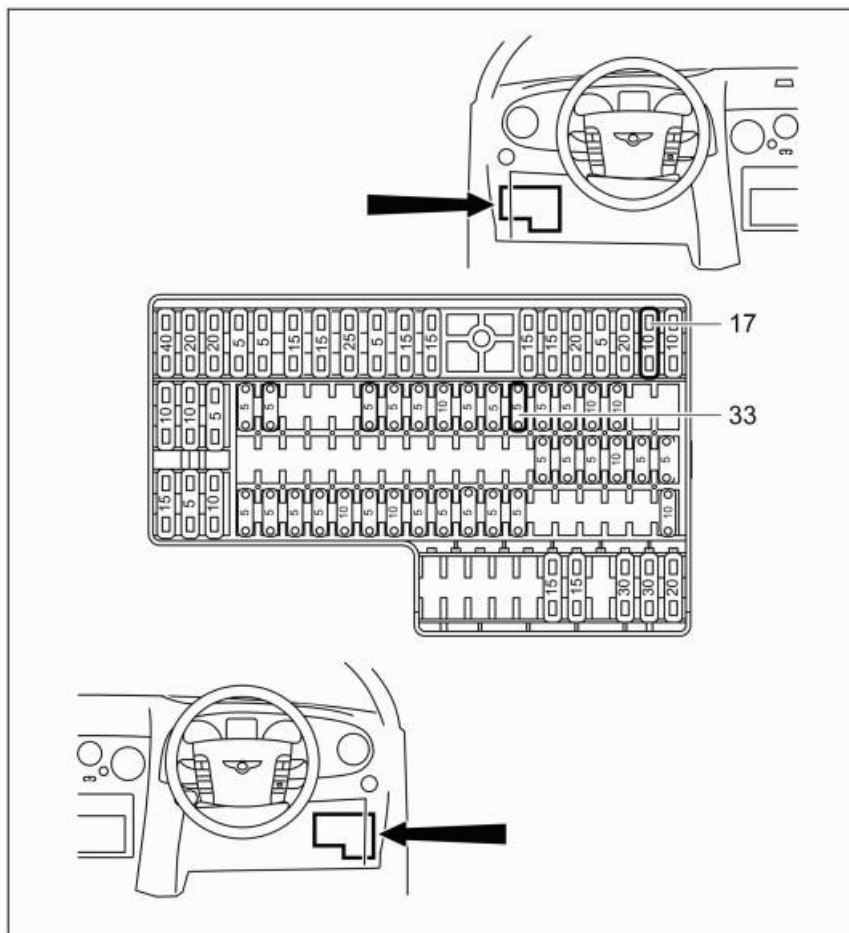


Figure 2

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

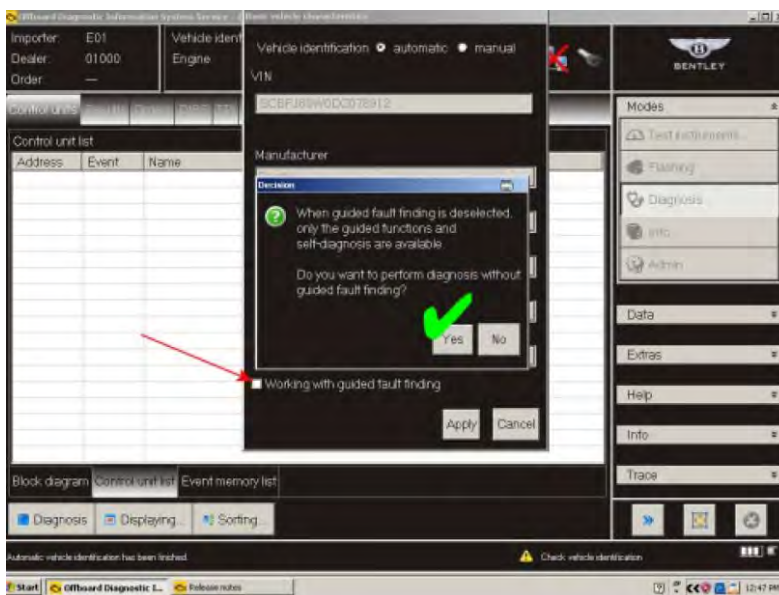


Figure 1

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

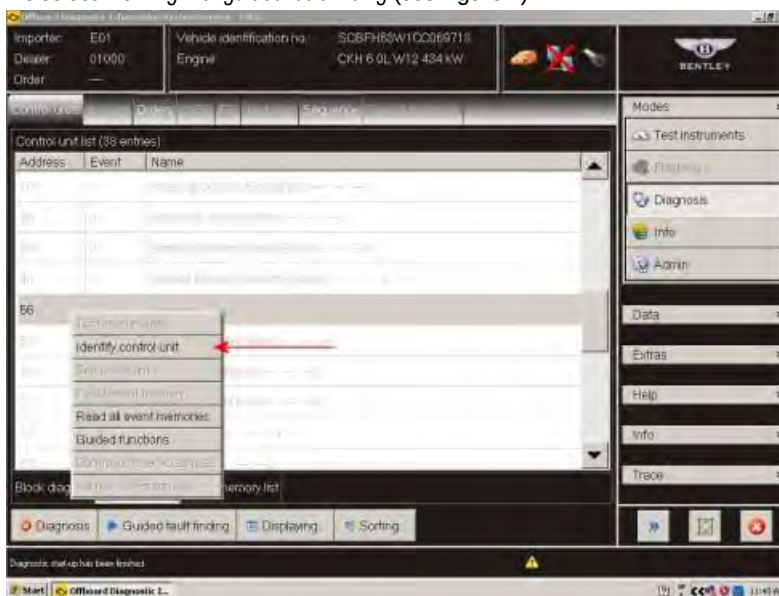


Figure 2

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)

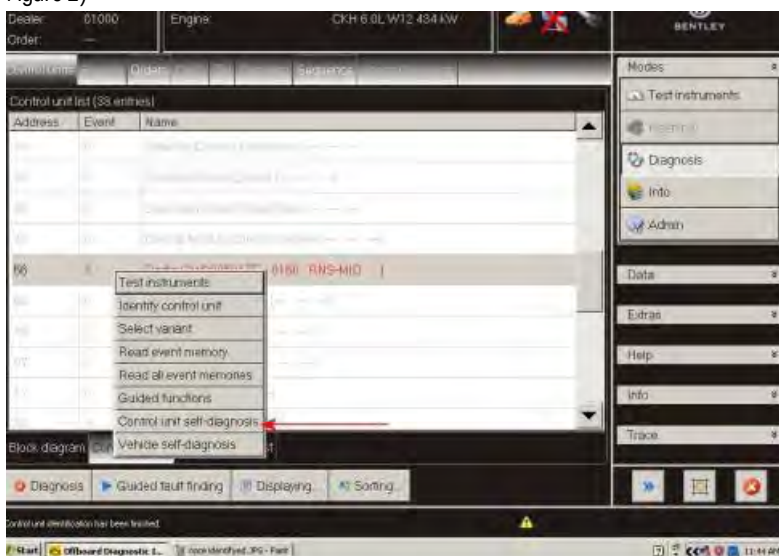


Figure 3

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)

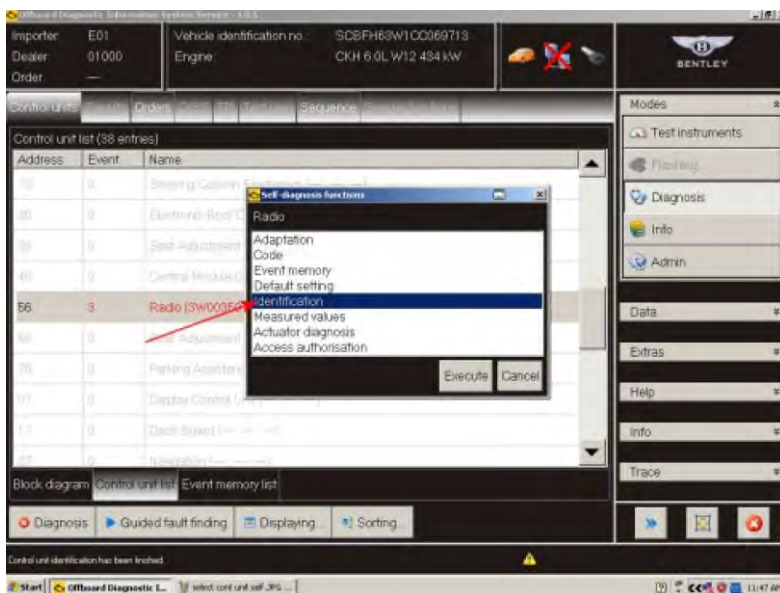


Figure 4

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

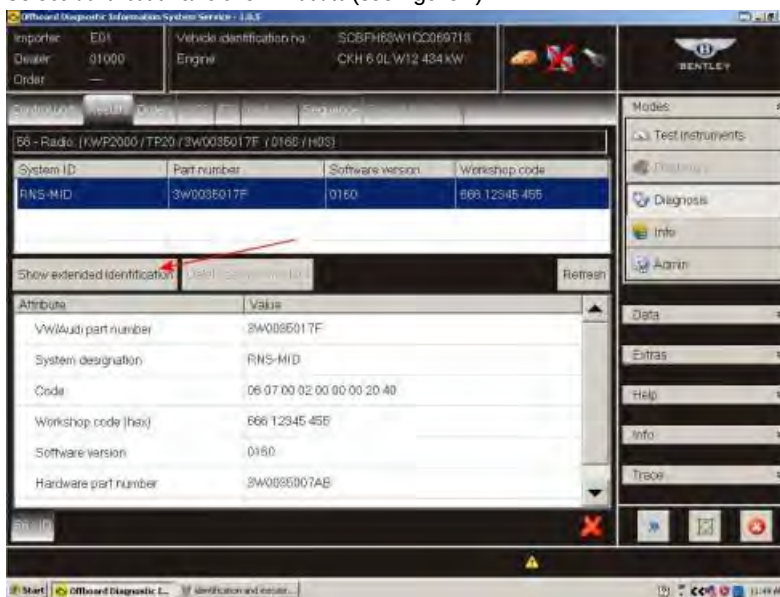


Figure 5

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

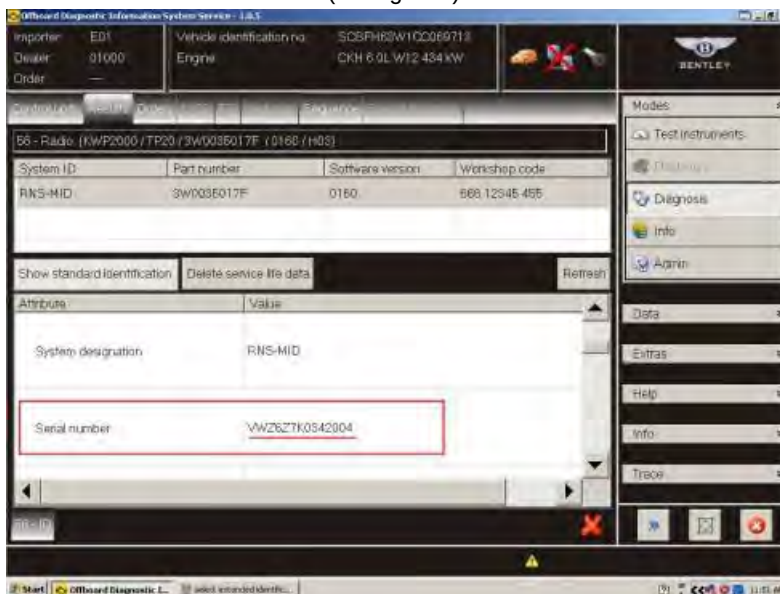


Figure 6

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

Minimum Information Standards Required When Raising A DISS Query -
In Relation to Customer Telephone Concerns



Telephone Make And Model	Make	Model

Telephone Software Level At The Time Of The Complaint	
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Date When The Telephone Software Was Last Updated	DD/MTH/YR

Telephone Network	
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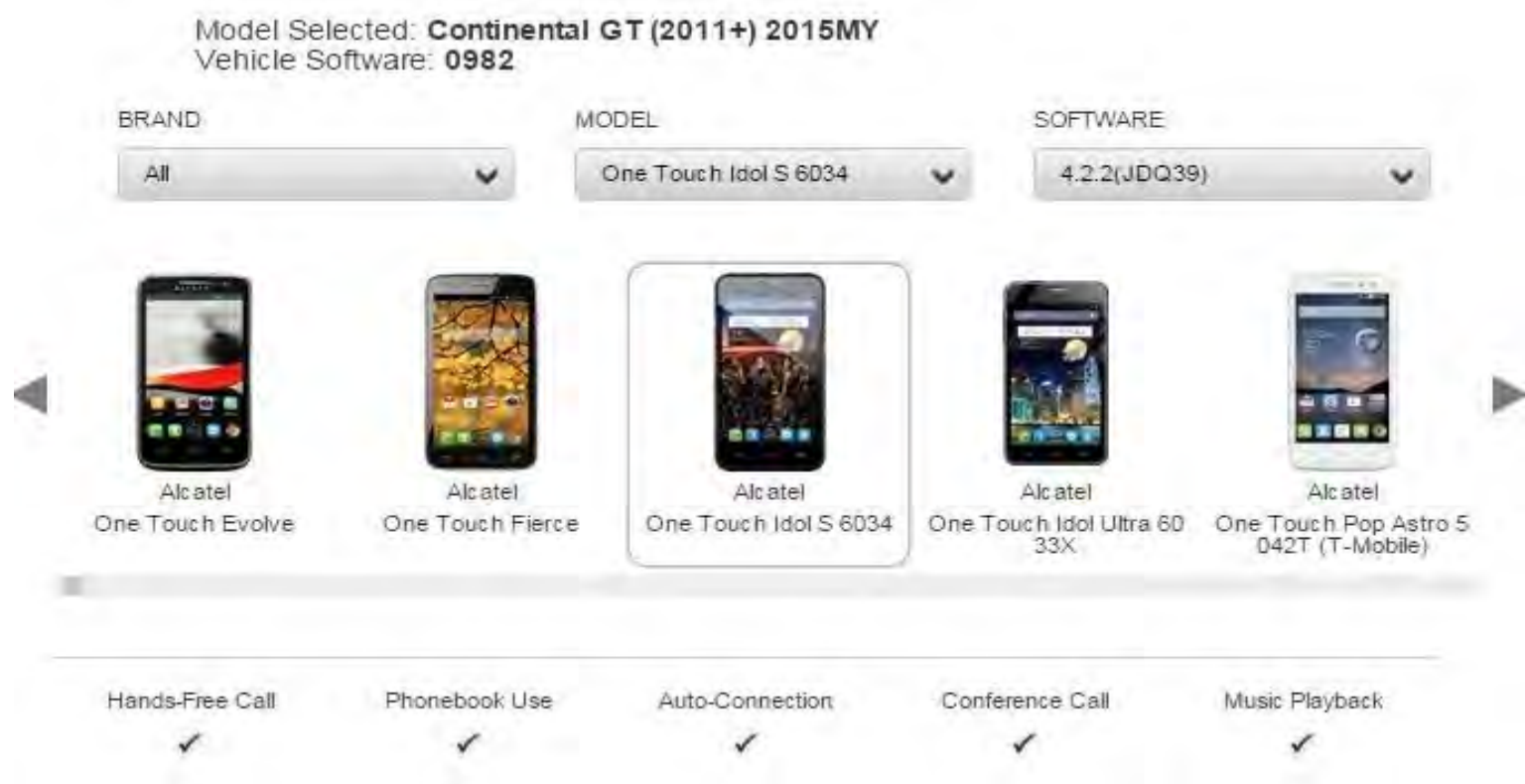
Telephone Control Module, Hardware And Software Part Numbers - Attach A Current Vehicle Diagnostic Log	HW	SW

Clear / Concise Description Of The Customer Complaint	
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Is A Sound File Available? Please Attach To DISS Query	Yes	No

Is The Concern Related To A Geographical Location?	Yes	No	Location:-

Please Provide a Supporting Screenshot From The Bentley Corporate Website - Showing The Customers Telephone Compatibility - see example below





Attachment 2	
RNS TPI 2030765 additional customer questions	
Date of concern DD.MM.YY).	
Approximate time of concern identified.	
Where did the concern occur? Please be as accurate as possible.	
GPS coordinates.	Latitude: Longitude:
Address or road/street name.	
Postal code/Zip code.	
Country.	
What part of the RNS is not working?	Blank screen ☐ Bentley wings ☐ Frozen screen ☐
Which screen was active at time of issue: radio, navigation, HVAC, reverse camera, other, etc.	
Is there a video from the customer available, to illustrate?	Yes ☐ No ☐
What other systems were active when this issue occurred?	Navigation ☐ Reversing camera ☐ Sirius radio ☐ Traffic information ☐ Telephone ☐



Were any media devices connected at the time?	Yes ☐ Hardwired ☐ Bluetooth ☐ Other (please give details) No ☐
If the concern was temporary, how long did the issue occur for?	
Were you able to clear the issue?	Yes ☐ No ☐
How did you clear the issue?	Engine stop and ignition cycle ☐ Button press of RNS unit ☐ System started to work again <u>without any intervention</u> ☐ Other (please specify) ☐
Is there any non-standard electrical equipment fitted to the vehicle?	Garage door opener ☐ Toll reader ☐ Other (please specify) ☐