

## Technical product information

<b>Topic</b>	Flying Spur: Rear Seat Entertainment fails
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2044490/2
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### 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	functionality -> without function / defect	
information, navigation, communication, entertainment -> media playback -> DVD menu operation	functionality -> cannot be selected	

### New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> software update	functionality -> stops	

## Vehicle data

### Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4W2*	2014	E		*	*	*
4W2*	2015	E		*	*	*
4W2*	2016	E		*	*	*
4W2*	2017	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	***	**	*	*	*	077993	097155		
SCB	***	**	*	*	*	040001	062779		

## Documents

Document name
master.xml

## Customer statement / workshop findings

Flying Spur Rear Seat Entertainment fails

## Technical background

If Rear Seat Entertainment failures occur, a recovery process must be attempted before replacement of any parts is carried out

## Production change

## Measure

### Possible failure modes

1. No system communication with RSE control module (RSE option cannot be selected)
2. RSE Control Module fails to connect to the TSR (RSE option cannot be selected)



3. Memory corruption of RSE Control Module which leads to a full failure (in many cases the system can try rebooting with the ignition off causing a battery drain)

### Recovery

If any of the failure modes occur, carry out a Hard System Reset;

Remove fuse for **7F - information control unit 2 (J829)** and fuses for both **media player control units (R118 and R119)**

Refit all fuses then carry out an ignition cycle

After applying the Hard System Reset, wait at least 5 minutes for the RSE system to fully initialize and switch on

The Hard System Reset may need to be repeated several times

**If the Hard System Reset is not successful then raise a DISS Technical query before the replacement of any parts commences**