Technical Service Bulletin

Topic	Rotating Display - Fault Diagnosis
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2055580/1
Level	EH
Status	Released for publishing
Release date	Aug 21, 2019

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> extend screen	functionality -> no function	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> retract screen	functionality -> operation sequence incorrect	

Vehicle data

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*

Documents

Document name
master.xml

Condition

Various rotating display operational complaints or noises.

Technical Background

Follow the measure section of this TPI that relates to your customer complaint.

Production Solution

Not applicable.

Service

Follow the below instructions that relates to your customer complaint.

1. Operational issues

2. Rotating display alignment

3. Grinding noise on operation

4. Rattling noise on operation

5. Squeak/creak on operation

Before any repair work is carried out, where possible obtain a video demonstrating the customers complaint. This may be required for further analysis.

1. Operational issues

- Not rotating
- Incorrect operation
- Stuck on one face or in one position
- Sporadic operation
- Slow or fast operation

1. Carry out re-initialisation of the rotating display.

2. If the complaint is still evident and DTC for rotating display present, complete the test plan.

3. If no obvious defect can be found then remove the rotating display.

Infotainment → Multimedia system → Rotating display → rotating display – To remove and refit

Regardless of the customer complaint, carry out all checks listed below:

Pulley

Check pulley wheel for looseness and ensure the keyway is present and fitted correctly (Figure 1).

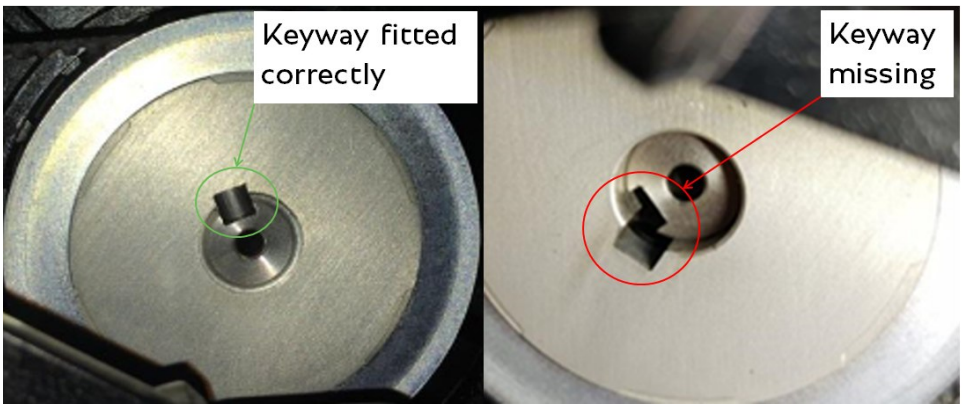

Figure 1

If either defect is present raise a DISS technical query with photos attached, do not follow any more steps at this point.

Link bar

Check link bar for deformation (Figure 2).

If the link bar is deformed or bent, remove the link bar and attempt to straighten then refit the link bar. Refit the rotating display to a state that it can be tested then carry out re-initialisation and retest. Should this not be successful raise a DISS technical query with photos attached, do not

follow any more steps at this point.

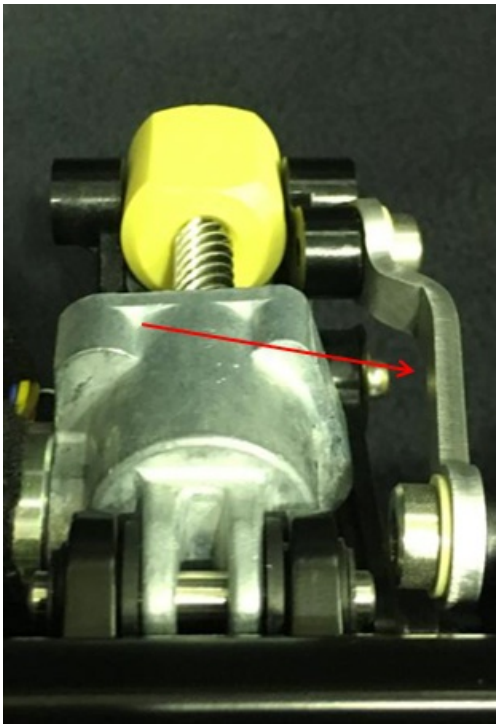

Figure 2

Micro switches

Check the condition of both micro switches for damage or connection misalignment (Figure 3).

If the micro switches are damaged or misaligned, attempt to repair and retest. Refit the rotating display to a state that it can be tested then carry out re-initialisation and retest. Should this not be successful raise a DISS technical query with photos attached, do not follow any more steps at this point.

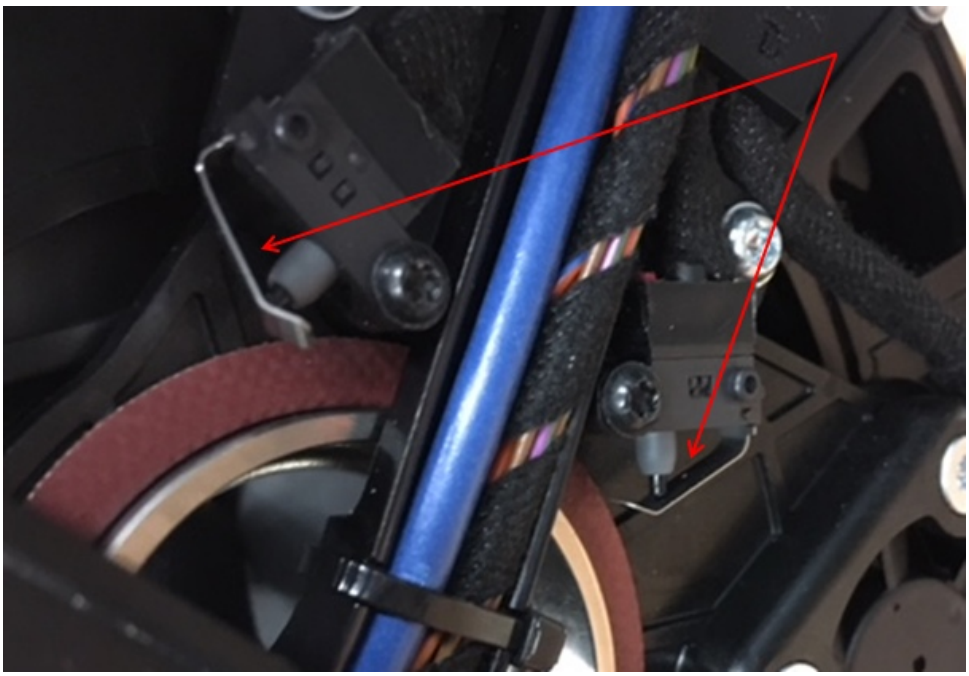

Figure 3

Alignment of inner to outer mechanism

Check the alignment of inner to outer mechanism as shown (Figure 4).

If the mechanism is out of alignment raise a DISS technical query with photos attached, do not follow any more steps at this point.

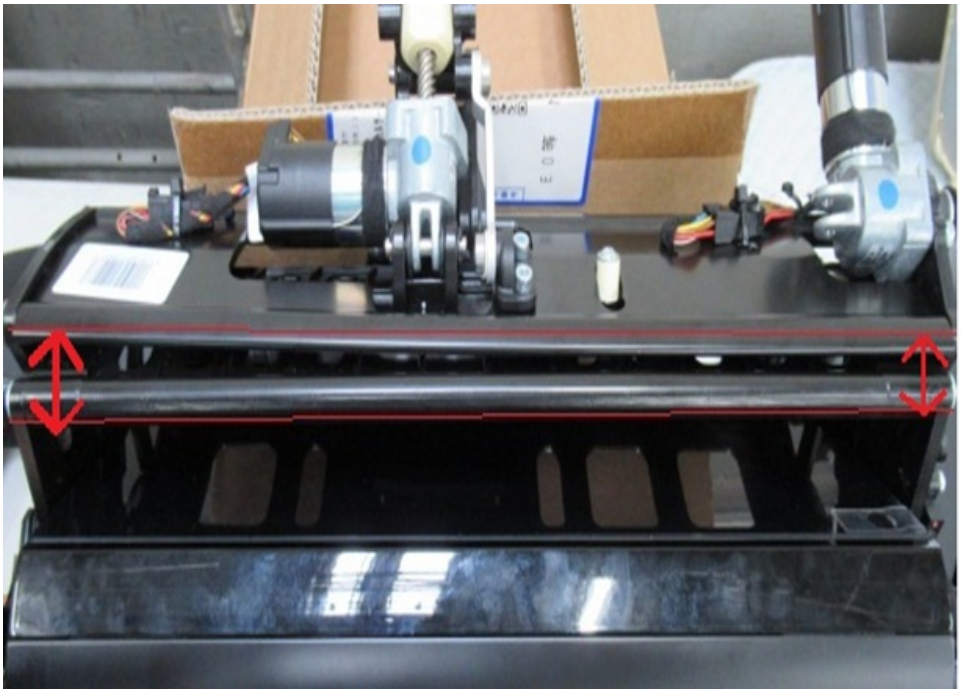

Figure 4

Fixing screws

Check the tightness of the fixing screws highlighted (Figure 5), there are 8 fixing screws in total.

Check and retighten where necessary (3 Nm).

Figure 5

Fixing nut

Check the tightness of the fixing nut highlighted (Figure 6), there is one nut on each side of the assembly.

Check and retighten where necessary (5 Nm).

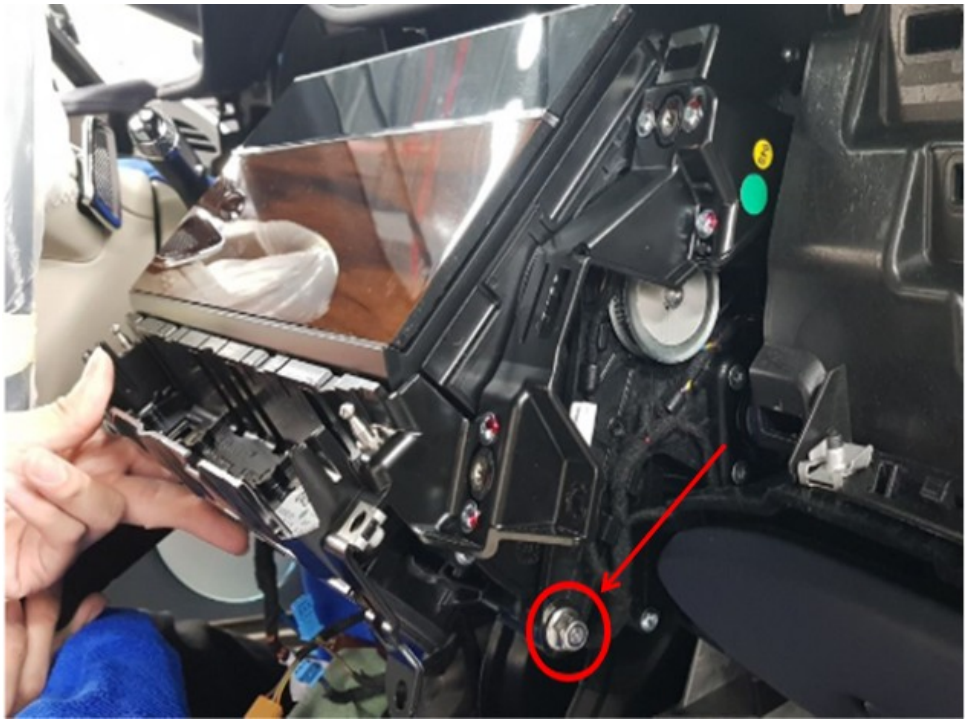

Figure 6

Motor harness connections (only applicable up to VIN SCBDD33S2KC073864)

Apply the motor harness rectification detailed in TPI 2053101, this must be carried out.

Control module

Disconnect and reconnect the connector from the control module (Figure 7).

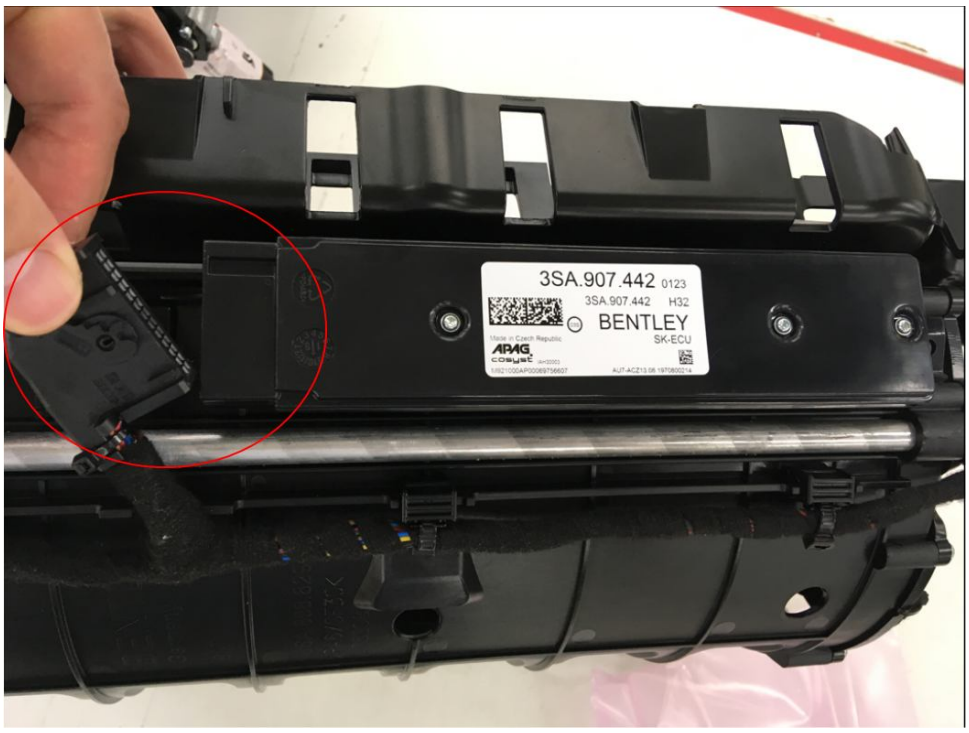

Figure 7

IMPORTANT: After carrying out all check/repairs, refit the rotating display to a state that it can be tested then carry out re-initialisation and retest.

If the complaint is still present after retesting, send a DISS technical query detailing all of your findings with photos/videos to support.

2. Rotating display alignment

- Sticks mid cycle, possibly with a noise – gap between veneer and rotating display visually out of alignment

Follow TPI 2051526.

3. Grinding noise on operation

1. Remove rotating display then check pulley wheel for looseness and ensure keyway is present and fitted correctly (Figure 8).

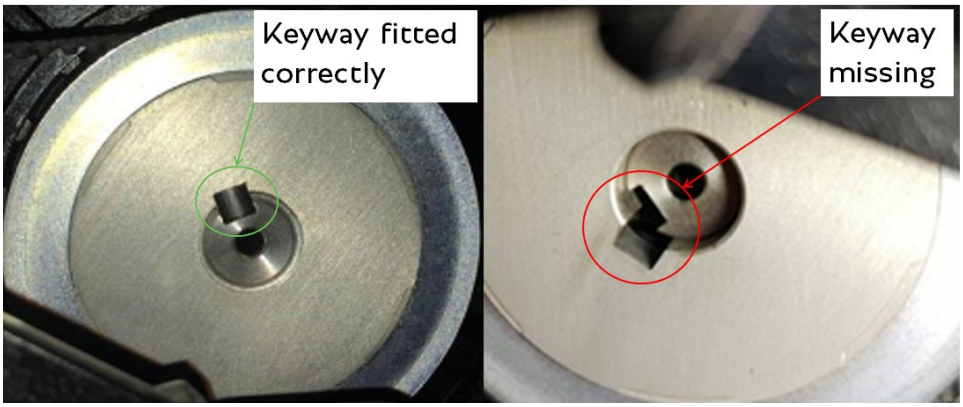

Figure 8

If either defect is present raise a DISS technical query with photos attached.

4. Rattling noise on operation

1. Remove rotating display then check and if necessary tighten fixing screws highlighted (Figure 9), there are 8 fixing screws in total.

Check and retighten where necessary (3 Nm).

Figure 9

2. Refit the rotating display to a state that it can be tested then carry out re-initialisation and retest.

5. Squeak/creak on operation

When noise is evident, press on outer bezels (Figure 10). If the noise disappears when the bezels of the dials are pressed then replace the dials.

Figure 10

Warranty

Checks/adjustments on rotating display (does not include removal of rotating display)

Warranty type	110 or 910
Labour operation code	91 32 01 51 (from 29th August 2019) 91 32 01 99 (up to and including 28th August 2019)
Damage service number	91 32
Damage code	00 55
Time	20 TU
Criteria ID	01

For all other repair times please refer to ElsaPro.

NOTE: Should TPI 2053101 be carried out, this repair time includes the removal and reinstallment of rotating display.