

Technical product information

Topic	Reverse camera image - Blurred
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2054229/4
Level	EH
Status	Released for publishing
Release date	22-Oct-2020

New customer code

Object of complaint	Complaint type	Position
driver assist systems, convenience features -> parking aid, park assist system, rear traffic alert -> reversing camera picture	functionality -> faulty	
driver assist systems, convenience features -> parking aid, park assist system, rear traffic alert -> reversing camera picture	functionality -> faulty display	

Vehicle data

New Continental GT and New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

Documents

Document name
master.xml
picture1a.jpg
picture1bc.jpg

Customer statement / workshop findings

Reverse camera image on the infotainment screen is blurred, fogging is also noticeable on the inside of the reverse camera lens

Technical background

Water ingress into the holder of the reverse camera can cause temporary fogging of the camera lens which may result in a blurred reverse camera image within the Infotainment screen

The ingress is due to a displaced foam seal around the edge of the camera holder

Production change

An improved reverse camera holder is under development

Measure

1) Remove the reverse camera - Refer to Repair manual - Reversing camera - To remove and fit - Rep.Gr94

2) Carry out an inspection of the reverse camera harness to check/confirm there are no signs of water ingress

NOTE: Should water ingress be found within the harness - Raise a DISS query ensuring clear photographs, a current diagnostic log and all relevant information is included within the DISS query - Await feedback from Product support before carrying out any further work

- Should no water ingress be found within the harness proceed with the remaining instructions (from Step 3)

3) Referring to Figure 1 - Carry out an inspection of the reverse camera holder foam seal

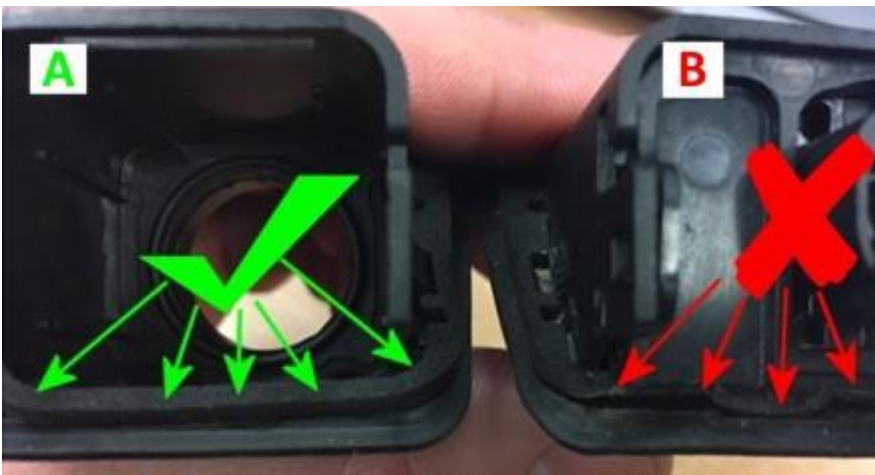


Figure 1

- Should the seal be as shown (Point A) this is to correct specification, should the seal be at the correct specification and the reverse camera has evidence of moisture on OR within the lens - Allow the camera to fully dry out ensuring that no moisture is evident then carry out the modification instructions as detailed in step 5 - Reverse camera holder modification instructions
- Once the modification has been completed - Refit the reverse camera holder/reverse camera ensuring the seal is fitted/located correctly - Refer to Repair manual Rep.Gr94 IMPORTANT: Ensure the instructions within the Repair manual are strictly adhered to including all camera calibration instructions

4) Should the seal be as shown in Figure 1 (Point B) this is not to correct specification, a new replacement holder should be sourced/ordered

An improved reverse camera holder is under development which will include a drain hole, until this part is available the modification detailed in step 5 must be followed on all replacement holders in which the drain hole is not evident

- Allow the camera to fully dry out ensuring that no moisture is evident
- Once the modification has been completed - Refit the reverse camera holder/reverse camera ensuring the seal is fitted/located correctly - Refer to Repair manual Rep.Gr94 IMPORTANT: Ensure the instructions within the Repair manual are strictly followed including all camera calibration instructions

5) Reverse camera holder modification instructions

- Add a drain hole to the reverse camera holder as follows:

IMPORTANT: REFERRING TO FIGURE 2 - PRIOR TO ADDING THE HOLE (Point A) THE OPERATIVE SHOULD FAMILIARIZE THEMSELVES WITH THE LOCATION OF THE SEAL (Point B)

The seal should remain intact to ensure the seal does not split or dislodge away from the housing as the fitting position of the camera may be compromised should the seal be damaged

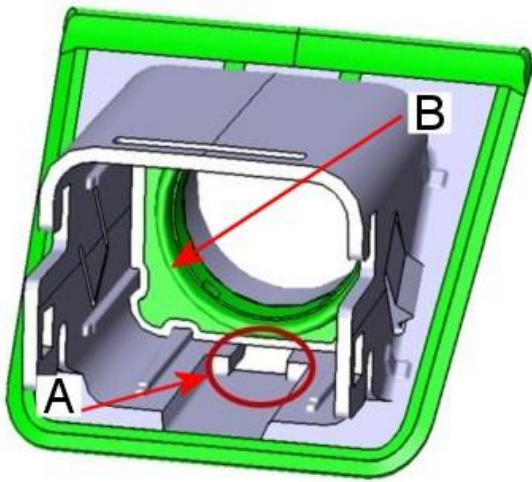


Figure 2

- Referring to Figure 3 - Use a 2.5mm drill bit to make an initial pilot hole
- Once the pilot hole has been made use a suitable file to square the hole to the dimensions shown in Figure 3 IMPORTANT: Do not exceed the given measurements
- Ensure all debris/rough edges are removed from the hole

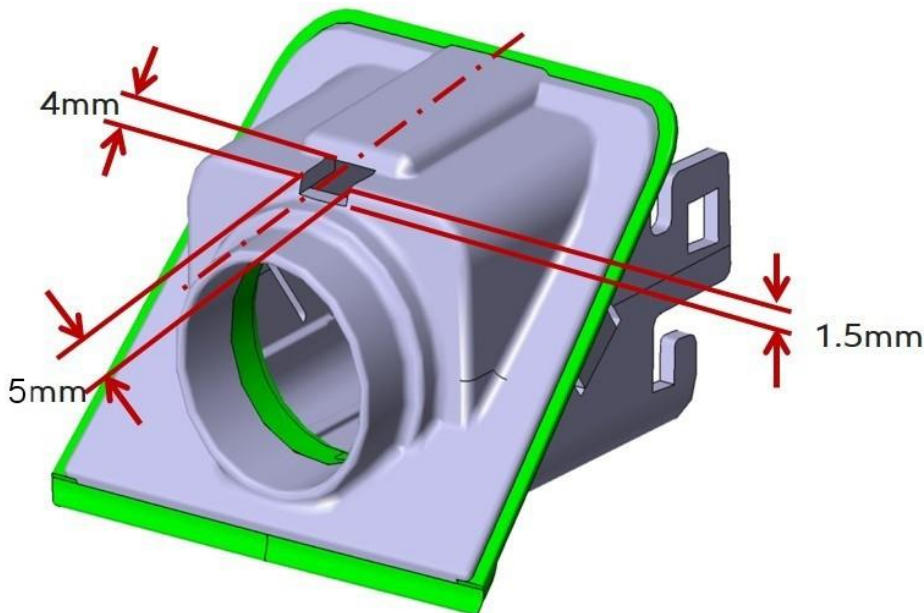


Figure 3

[Warranty accounting instructions](#)

Time for modification to reverse camera holder

Warranty Type 110 or 910
 Labour operation code 91 43 41 60 (Use 91 43 41 99 until 29/08/19)
 Damage Service Number 91 43
 Damage code 00 55
 Time 10 Time units

Refer to Labour Operations within Elsa pro for all reverse camera remove and refit and calibration LOT codes

[Parts information](#)

Description	Part Number	Quantity
Reverse camera holder	3SD 807 045D	1