Technical product information

Topic	Rotating Display - Fault Diagnosis
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2055580/8
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 -> raise display	functionality -> without function / defect	
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> retract display	functionality -> defective function sequence	

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		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Various rotating display operational complaints or noises.

Technical background

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

Production change

Not applicable.

Measure

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IMPORTANT: Prior to conducting any work the operative MUST capture a video of the issue

Follow the below instructions that relates to your customer complaint.

A. Operational issues

B. Rotating display alignment

C. Grinding noise on operation

D. Rattling noise on operation

E. Squeak/creak on operation

F. Creak/rattle from rotating display whilst driving/uneven operation during rotation

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

A. Operational issues

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

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VERY IMPORTANT: A video/photo of the initial as received fault condition should be captured

1. Carry out re-initialisation of the Bentley rotating display (BRD)

- Check the rotating screen alignment as per TPI 2051526/- record before and after gap/flush results either via image or documented values via DISS and re-test

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

- Check the rotating screen alignment as per TPI 2051526/5 record before and after gap/flush results and re-test.
- If the rotating display is partially rotated and unresponsive (e.g not presenting one of the fascias) it must be manually rotated in order to remove the fascia, dials or screen

Please note: Manual rotation of the BRD will damage the BRD's drive belt

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The following check in step 3 MUST be conducted with extreme caution

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

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

IMPORTANT: Leave the BRD electrically connected to the car and re-test the operation of the BRD (Note: the fascia, dials and screen must all be fitted to function correctly)

- Record video of this 'free state' testing operation

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In the event the issue is still evident after conducting step 3, the operative MUST proceed with the remaining instructions

NOTE: Should the issue not be evident, the BRD should be refitted and retested 4)

Pulley

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

- Capture the image to confirm the presence and fitment of the keyway (If fitted)

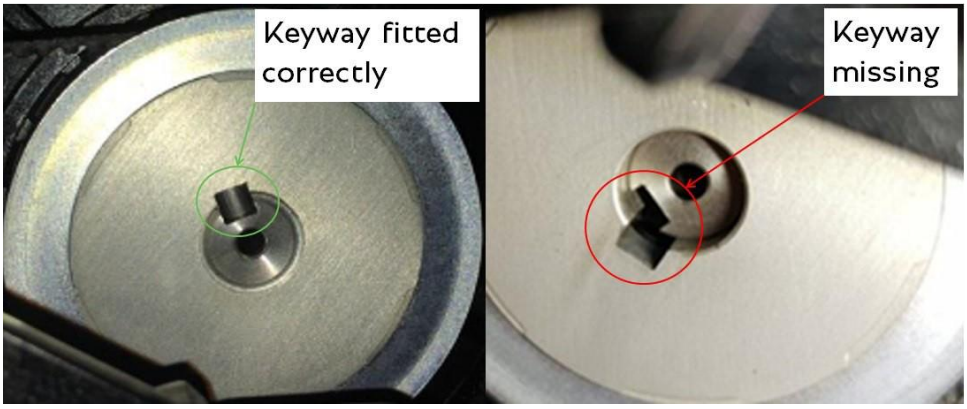

Figure 1

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

5) Link bar

Check link bar for deformation (Figure 2)

Capture images to confirm the condition

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.

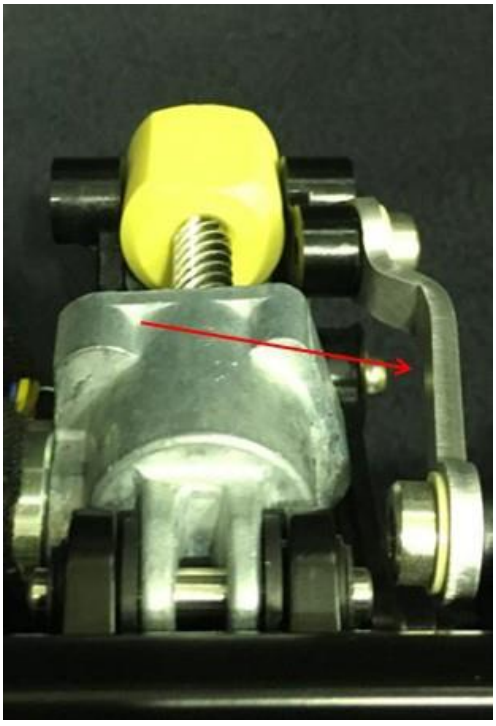

Figure 2

6) Micro switches

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

Capture an image/video to confirm the condition

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.

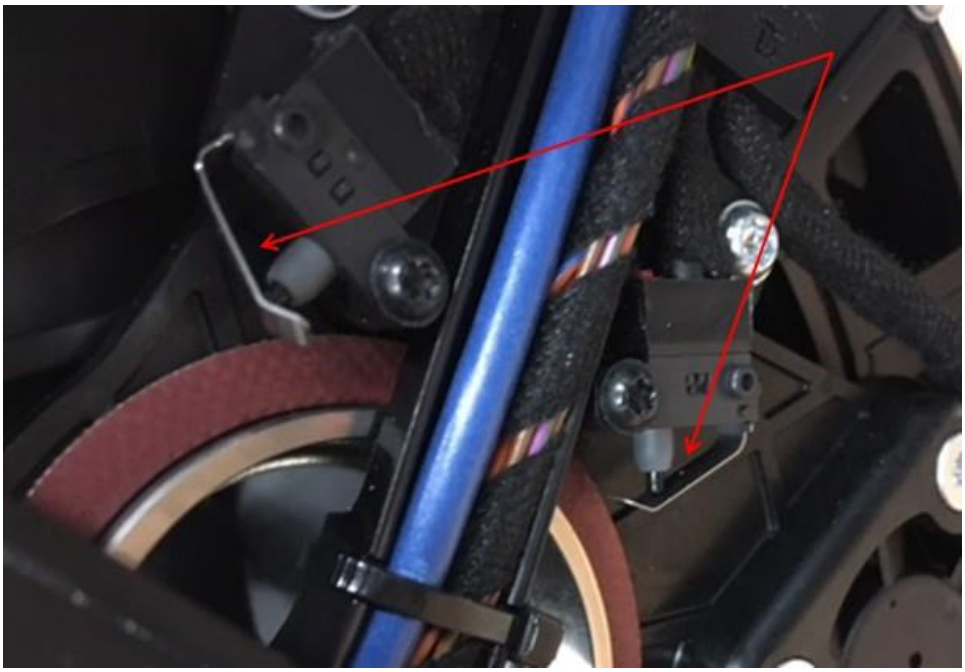

Figure 3

7) Alignment of inner to outer mechanism

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

Capture an image/video to confirm the condition

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

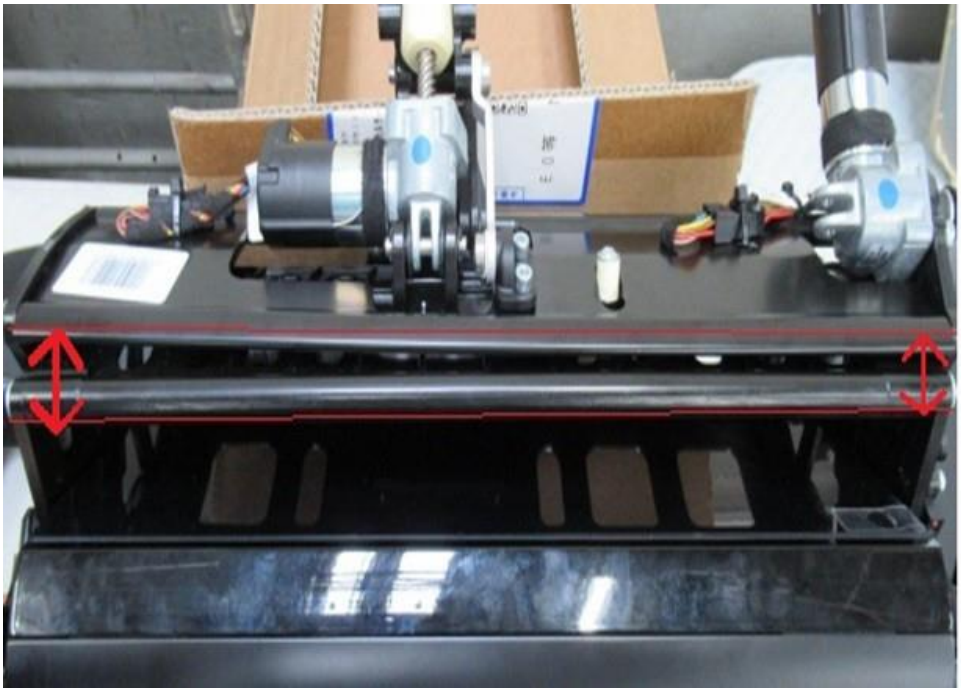

Figure 4

8) Fixing screws

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

IMPORTANT: Record to confirm the tightness check was completed and include any findings within the DISS ticket

Check and retighten where necessary (3 Nm).

Figure 5

9) Fixing nut

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

IMPORTANT: Record to confirm the tightness check was completed and include any findings within the DISS ticket

Check and retighten where necessary (5 Nm).

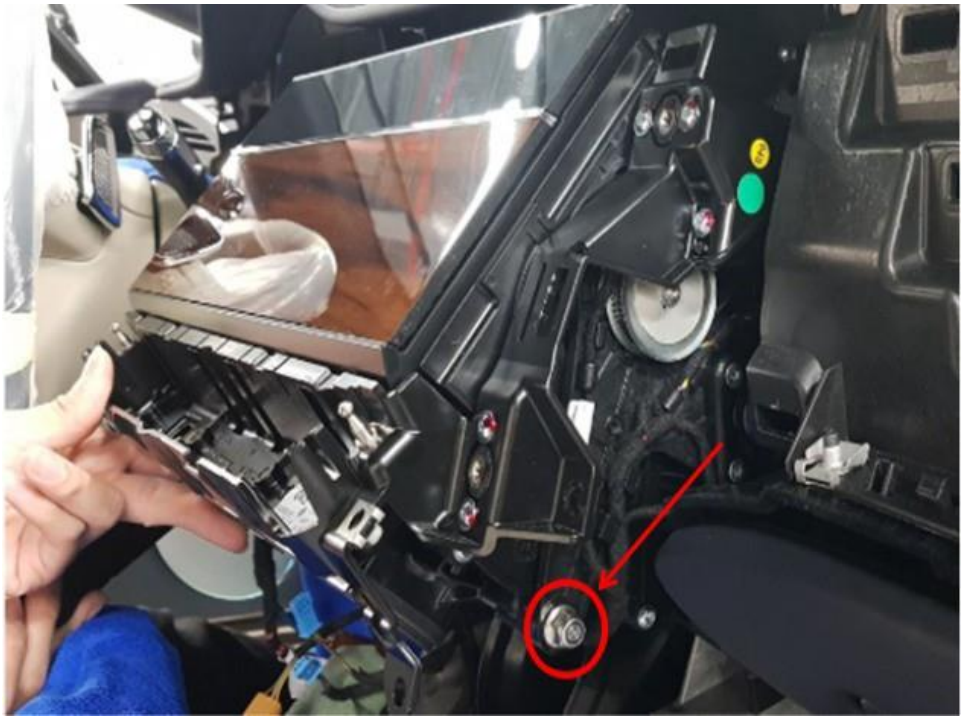

Figure 6

10) Motor harness connections (only applicable up to VIN SCBDD33S2KC073864)

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

11) Control module

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

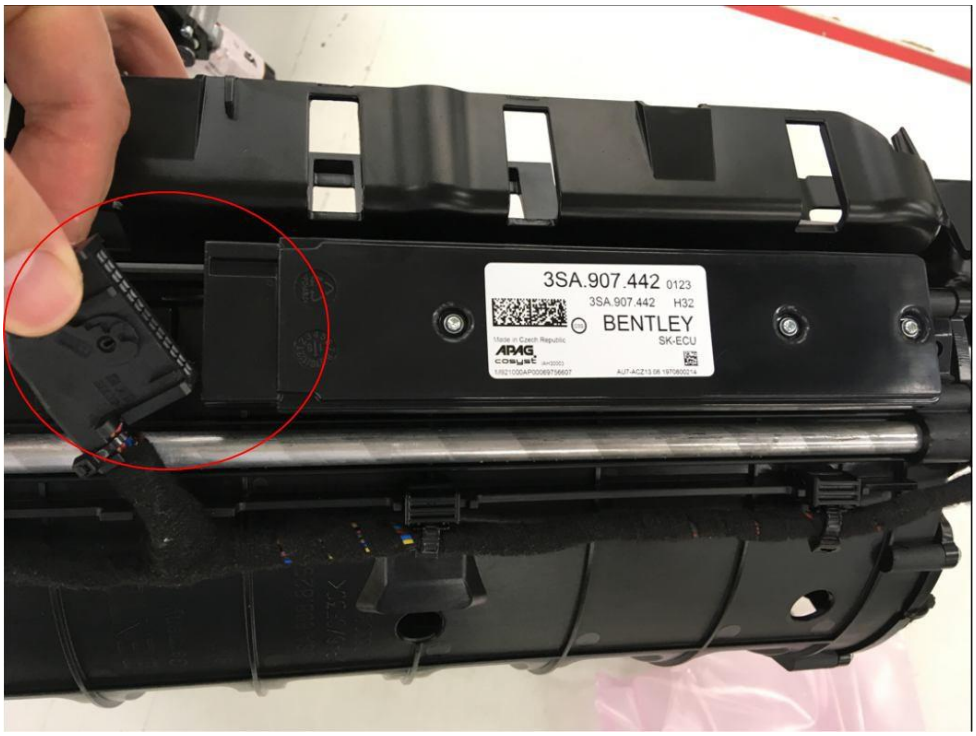

Figure 7

12) BRD balance weight and Screen revision level

Check for presence of the balance weight and screen revision levels and capture images of both (Figure 8)

Figure 8

13) Check for bonding/adhesive of BRD bearings and capture images to confirm (Figure 9)

Figure 9

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.

14) Referring to Figure 10 - Use a Vernier calliper to measure the dimension of the drive link support

- Attach a photo of the measurement to the open DISS query (see example shown in Figure 10)

Figure 10

B. Rotating display alignment

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

Follow TPI 2051526.

C. Grinding noise on operation

1. Remove rotating display then check pulley wheel for looseness and ensure keyway is present and fitted correctly (Figure 11).

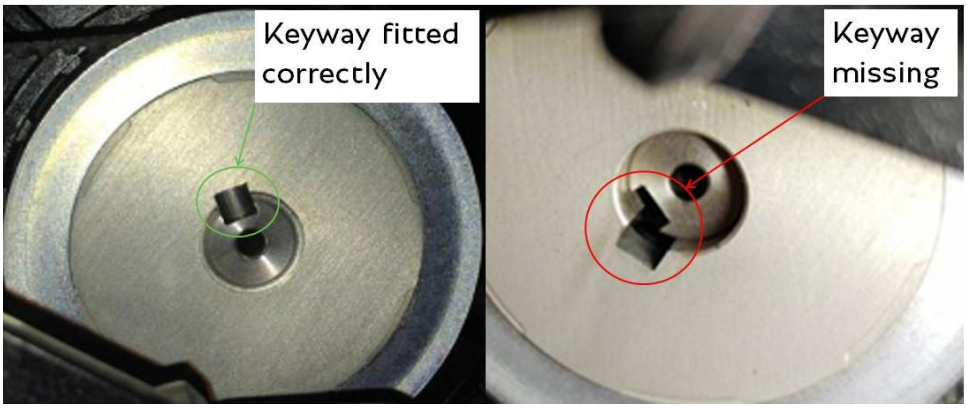

Figure 11

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

D. Rattling noise on operation

1. Remove rotating display then check and if necessary tighten fixing screws highlighted (Figure 12), there are 8 fixing screws in total. Check and retighten where necessary (3 Nm).

Figure 12

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

E. Squeak/creak on operation

When noise is evident, press on outer bezels (Figure 13). If the noise disappears when the bezels of the dials are pressed then replace the dials.

Figure 13

F. Creak/rattle whilst driving from the rotating display unit/uneven operation during rotation

TIP: This symptom can in some cases be evident due to excessive movement within the rotating display motor pivot assembly (Figure 14)

- The operative should consider the motor pivot assembly

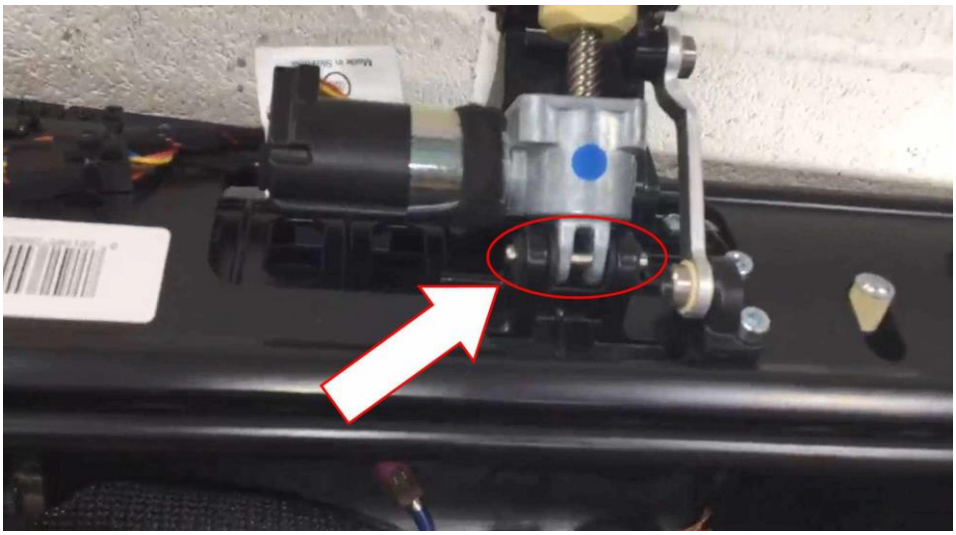

Figure 14

NOTE: To check the motor pivot assembly for excessive movement the rotating display clocks and dials should be removed – Refer to Rep.Gr 91
IMPORTANT: Permission MUST be received via the open or new DISS query before removing the unit

- Refer to the Bentley Hub and refer to the video referencing TPI 2055580/-
- Should the movement be as shown in the video, the rotating display unit should be replaced

In the BRD was replaced the retailer should conduct the following:

- Take a photo of the BRD prior to packaging (Noting any damage)
- Take a photo of the BRD identification number (Figure 15 as an example)

Figure 15

- All returned BRD's must be packaged in the replacements original packaging (Figure 16) to avoid any damage during return transit

Figure 16

- Take a photo of the package prior to dispatch
- Raise a non technical DISS query stating the BRD has been replaced and will be returned via the normal parts return process
- Attached all previously requested photos and any other information which may be applicable

Warranty accounting instructions

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

Warranty type	110 or 910
Damage service number	91 32
Damage code	00 55
Labour	

Labour operation code 91 32 01 51

Time 20 Time units

Removal and refitting of the rotating display (Only after permission is given via an open DISS query)

Labour

Labour operation code 91 32 19 01

Time 110 Time units

For all other repair times please refer to Elsa Pro.

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

Parts information

Refer to the ETKA parts catalogue