

Technical product information

Topic	Rotating display inoperative (Rotating display may fail to function or stick in one position) DTC B140107 within 005F
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2065897/2
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
005F - Information electronics 1	B140107: Mechanics of display unit 1 for multimedia system mechanical malfunction		Intermittent
005F - Information electronics 1	B140107: Mechanics of display unit 1 for multimedia system mechanical malfunction		static

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> retract display	functionality -> defective function sequence	
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> raise display	functionality -> without function / defect	

Vehicle data

New Continental GT

Sales types

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

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
*	*	*	*	*	*	000001	073865		

New Continental GTC

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*	*	*	*	*	*	000001	073865		

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

The BRD sticks in one position

Workshop findings

DTC B140107 Mechanics of display unit 1 for multimedia system mechanical malfunction is evident within diagnostic address 005F

Technical background

The afore mentioned symptoms can be caused by a poor connection within the motor wiring harness

Please ensure the symptom(s) are as described before proceeding

CAUTION: In the event that damage was caused by attempting to rotate the BRD manually without following the BRD unlock procedure the applicable warranty claim may be cancelled Please refer to Rep.Gr 91 (Rotating display – Manual unlock)

Production change

Modified in production from VIN SCBCA13S3KC073865

Measure

1) Carry out a battery test - Rep.Gr27 and attach a print out of the results to a new or existing open DISS query

TIP: In the event the battery voltage is not to specification, please ensure this is rectified first

- Recheck the functionality of the BRD unit

In the event the issue is now resolved after the battery issue has been rectified, no further action is required

However

In the event the issue is still evident please proceed with the remaining steps

2) Using ODIS carry out Guided Fault Finding (GFF) to check for the presence of any DTC's (Static or intermittent) within all control modules in particular DTC B140107 Mechanics of display unit 1 for multimedia system mechanical malfunction within diagnostic address 005F

- Save an online protocol (First log)
- Attempt to clear all fault codes
- Exit GFF
- Cycle the ignition (x3) times
- The diagnostic log should be attached to a new or existing open DISS query

IMPORTANT: If the complaint is still evident and a DTC for rotating display is present, complete the applicable test plan before proceeding using ODIS

In the event the issue is still evident please proceed with the remaining steps

3) Remove the rotating display - Rep. Gr.91

- Remove the cable ties highlighted that hold the motor harnesses to the housing, take note of the locations (Figure 1)

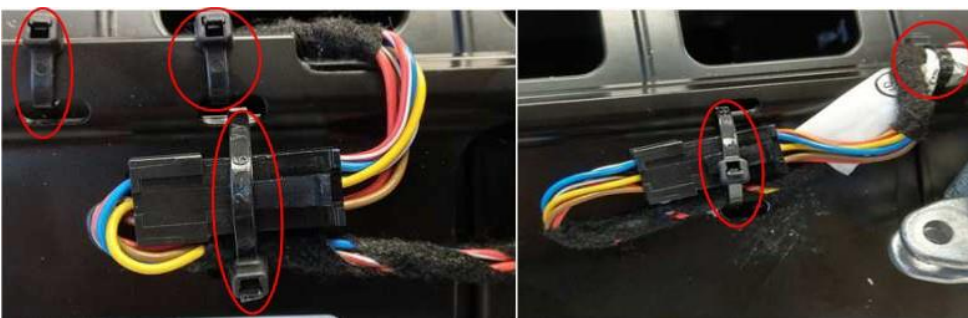


Figure 1

4) Unclip both harness connectors, visually check the connectors for any misshaped female terminals (Figure 2)

TIP: A magnifying glass may be required

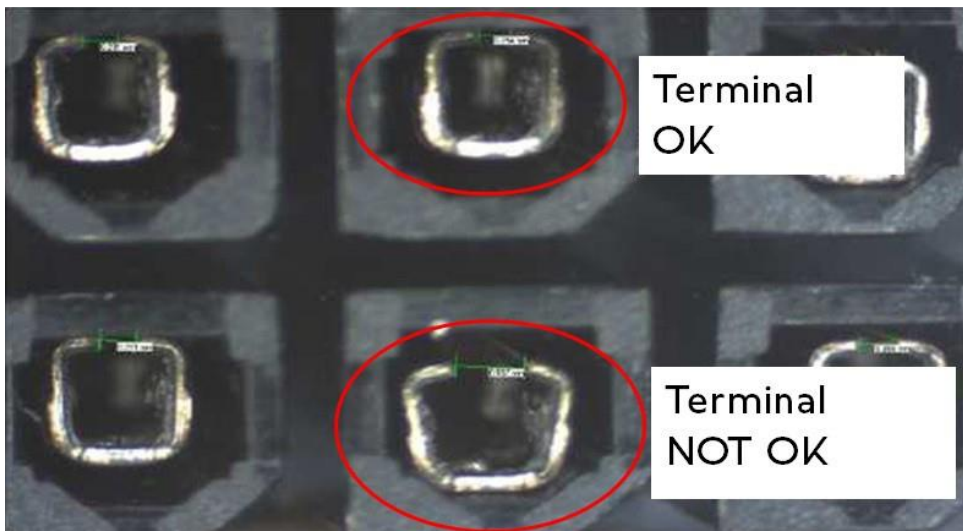


Figure 2

Should any terminals be misshaped, Take a clear photograph of the misshaped terminals - Replace the Rotating display unit - Referring to Rep.Gr 91

However

In the event the terminals are not misshaped please refer to TPI 2065894/-

5) Referring to Rep.Gr 91 - Refit the rotating display ensuring all instructions are strictly adhered to

6) Test the rotating display for correct functionality

If the BRD is partially rotated and unresponsive (e.g not presenting one of the facias) the display must be manually rotated in order to remove the veneer facia, dials or MMI screen

Please refer to Rep.Gr 91 (Rotating display – Manual unlock)

Warranty accounting instructions

Warrantytype 110 or 910

Damage service number 91 32

Damage code 00 55

Labour

Labour operation code 91 32 41 01

Time 120 Time units

Parts information

Cable ties (Source locally)

Harness tape (Source locally)