

Technical product information

Topic	Touch Screen Remote (TSR) has no visible display or does not function
Market area	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.	2069551/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> infotainment sys. control using buttons, control panel, display panel	functionality	
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> switch device/MMI on/off -> switch device/MMI on/off by remote control	functionality -> cannot be turned on	
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system remote control	component / consumables -> missing	

Vehicle data

Bentayga Series and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZV1*	2023	E		*	*	*

Documents

Document name
master.xml

Touch Screen Remote (TSR) has no visible display or does not function

Customer statement / workshop findings

The Touch Screen Remote (TSR) has no visible display or does not function, see the example shown in Figure 1

NOTICE

The issue described can be evident regardless if the TSR is located in the cradle or not



Figure 1

Technical background

In the event that one or a combination of the described symptoms is evident, please follow the instructions within the Measure section depending on the symptom

TSR does not eject from the cradle

Or

TSR does not switch on

NOTICE

The steps within this TPI must be conducted before replacing any parts. Some returned TSR units were found to have no issues evident, please note that warranty claims maybe cancelled if the TSR is found to have no operational issues post replacement



Before replacing any parts a video of the failure mode must be attached to a new or existing DISS query, a current ODIS log must also be attached, permission must be granted before replacing any parts

TIP: The operative should also refer to Rep.Gr 00 - Vehicle electrics - Rear touch screen remote - Theory of operation

Production change

Not applicable

Measure

NOTICE

NOTE: The operative must be aware of the following:

The ignition must be switched on when checking the operation of the TSR

Loading, Transport and Flight mode must not be activated, should any of the afore mentioned modes be active these must be deactivated - Once deactivated the functionality of the TSR must be rechecked

1) Referring to Rep.Gr 27 - Conduct a 12 volt battery test, should the 12 volt battery not be to specification this must be rectified before conducting any further steps

2) Referring to Rep.Gr 27 - Connect a suitable battery charger

3) Using ODIS - Conduct a full GFF sweep of all control units to check for any TSR related DTC's, should any TSR related DTC's be evident these must be rectified, all applicable test plans should be followed. Once the DTC's have been rectified the operative should recheck the operation of the TSR

⚠ CAUTION

Should battery failure of the TSR occur whilst docked in the charging station DO NOT attempt to use force to remove the TSR from the charging station, the operative should conduct the onward instructions to release the TSR from the cradle

TSR does not eject from the cradle

For example: There is no sign of the system starting once the TSR is placed into the cradle

- Attempt to eject the TSR after 10 seconds
- Should this not be successful - Attempt to eject the TSR after 30 seconds

Hint: If the TSR is ejecting after 30 seconds, this indicates the TSR is not responding, possible causes can be as follows:

- The TSR is switched off
- Communication issues exist between the cradle and the TSR
- If ejecting after 2-3 seconds of being retracted within the cradle, this could indicate one or a combination of the following:

Short circuit whilst powering the TSR

Or

Possible collision of the locking/charging pins with the TSR

Or

Short circuit to the TSR body

Or

Deformed TSR cover

Or

Cradle mechanical issue

4) Using ODIS - Attempt to eject the TSR from the cradle as follows:

- Navigate to Service work
- Select 27 - TSR cradle unlock (Rep.Gr.90)
- Run the test

HINT: The TSR should unlock and motorise out and away from the charging station

Using a suitable non-metallic tool, momentarily press the reset switch (1-2 seconds) located on the top edge of the TSR (Figure 2) **Do Not hold the reset switch for more than 5 seconds**

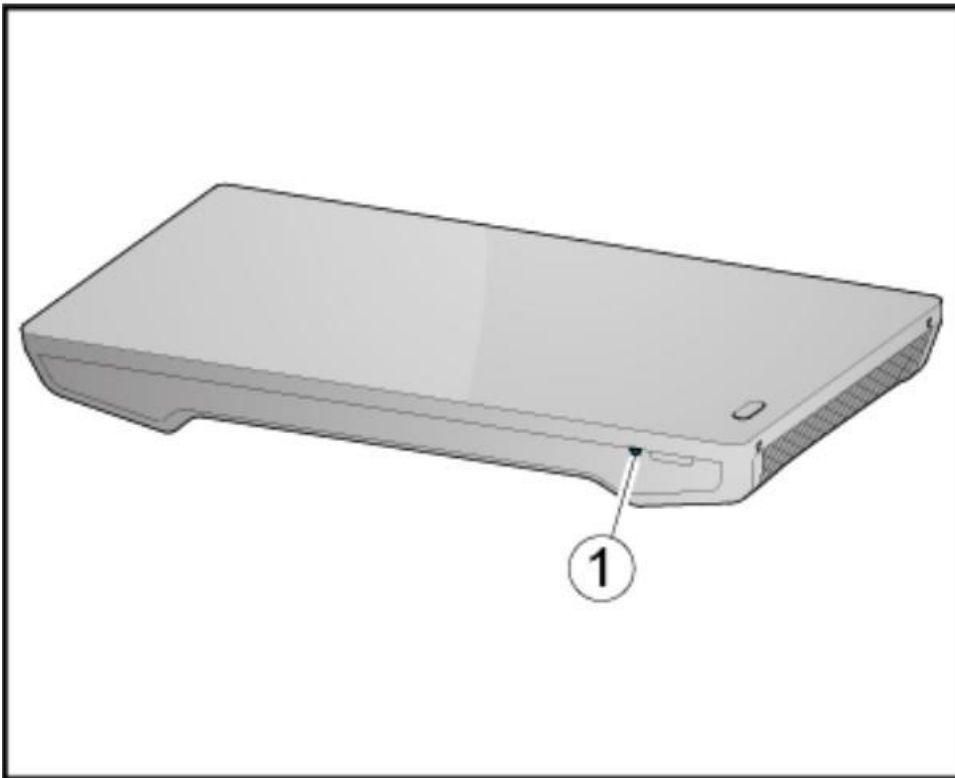


Figure 2

5) Rotate the TSR by 180 degrees, then place the TSR into the cradle in the reversed position, recheck the operation as this this could indicate an issue with the magnets inside TSR

Note: If all the steps have been completed and the TSR still does not work - Fit a known good TSR and retest

TSR does not switch on

- Check the TSR in a dark environment to confirm if the screen is illuminated, in the event the TSR does not illuminate or is flickering, this indicates the display or ribbon cable is faulty

Note: If all the steps have been completed and the TSR still does not work - Fit a known good TSR and retest

- Should the issue still be evident after fitting a known good TSR, the operative must raise a new DISS query or respond via the existing DISS query and await feedback before conducting any further work

Warranty accounting instructions

Diagnosis time using ODIS

Warranty type 110 or 910

Damage service number 91 10

Damage code 00 40

Labour

Labour operation code 01 50 00 00

Time As per the ODIS log (Must not exceed 20 TU)

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Parts information

Refer to the ETKA parts catalogue