Technical product information

Topic	Rotating display/screen - Fault diagnosis - Mechanical malfunction DTC B140107 is evident within 005F
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2067955/3
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		static
005F - Information electronics 1	B140107: Mechanics of display unit 1 for multimedia system mechanical malfunction		Intermittent

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		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	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		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	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		*	*	*

ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml
flowchart.pdf

Customer statement / workshop findings

- Bentley Rotational Display (BRD) operational issues
- Mechanical malfunction DTC B140107 evident within 005F

Technical background

Depending on the symptom the operative must ensure the TPI's below have also been referred to and conducted as required

- 2065895/- Rotating display/screen noise - Diagnosis for complaints relating to noise during operation and/or during a drive cycle
- 2065896/- Rotating screen alignment - Minimum standards could not be achieved
- 2065897/- Rotating display inoperative - Rotating display may fail to function or stick in one position DTC B140107 within 005F (Up to VIN SCBCA13S3KC073865)

CAUTION

In the event the BRD is unresponsive (BRD will not rotate), the BRD unlock procedure within Rep.Gr 91 (Rotating display - Manual unlock) should be referred to and conducted to remove the Veneer, dials

WARNING

The operative should follow the process to unlock the BRD, attempting to rotate the BRD manually can cause damage to the drive belt

CAUTION

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

Production change

Not applicable

Measure

NOTICE

"VERY IMPORTANT: The following steps MUST only be conducted if instructed via the attached flowchart"

1) Using ODIS carry out Guided Fault Finding (GFF) to check for the presence of DTC B140107 or any other applicable BRD related DTC's (Static or Intermittent)

- 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 DTC B140107 is still present, complete the applicable test plan using ODIS ensuring all instructions are completed

2) Carry out a 12 volt battery test - Rep.Gr 27 - Save the print out results as these may be required to be uploaded to a new or existing DISS query

In the event the 12 volt battery voltage is not to specification, please ensure this is rectified first as this could be the contributing factor to BRD functionality issue(s)

3) Initialise the rotating display - Refer to Rep.Gr 91 - Rotating display - To initialise

- 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

Or

In the event the issue is still evident continue with the remaining instructions as detailed within the attached flowchart

4) Figures 1 and 2 show an example of the display clocks and/or dials fascia unclipped)

Please note: The BRD must be removed (Rep.Gr 91) to allow visual inspection of the panel at the back of the BRD for signs of unclipping (Figure 1)

Figure 1

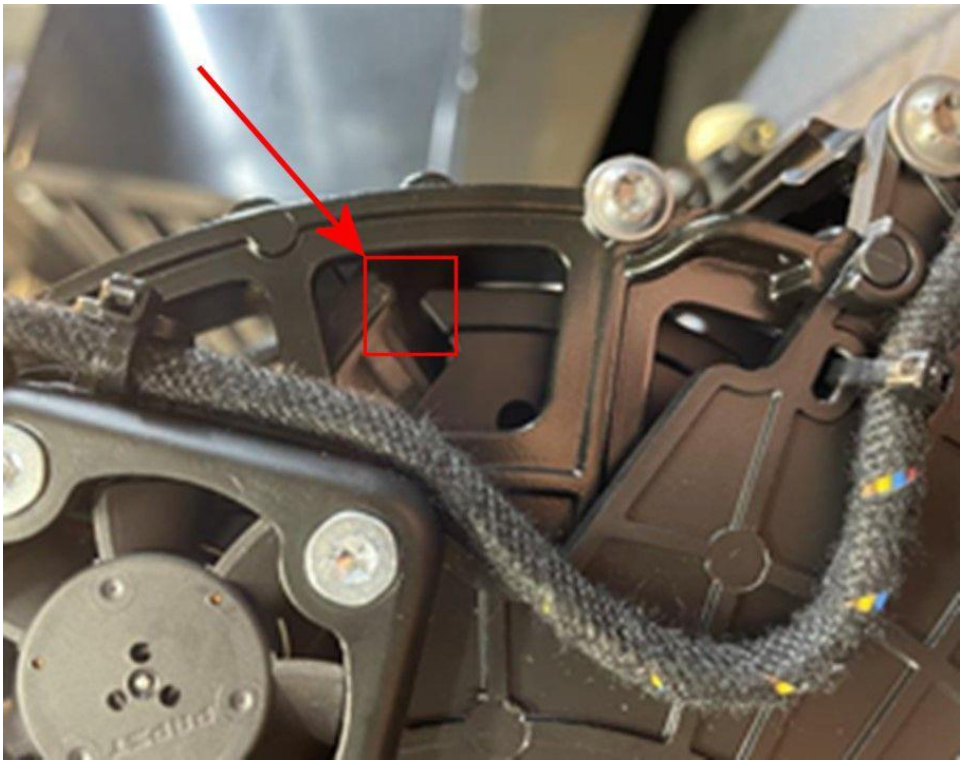


Figure 2

NOTICE

"VERY IMPORTANT: The following steps MUST only be conducted if instructed via the attached flowchart"

5) Remove **All** anti creak tape from the (x4) locations shown for the Display clocks and dials fascia and Veneer fascia) as shown in Figure 3

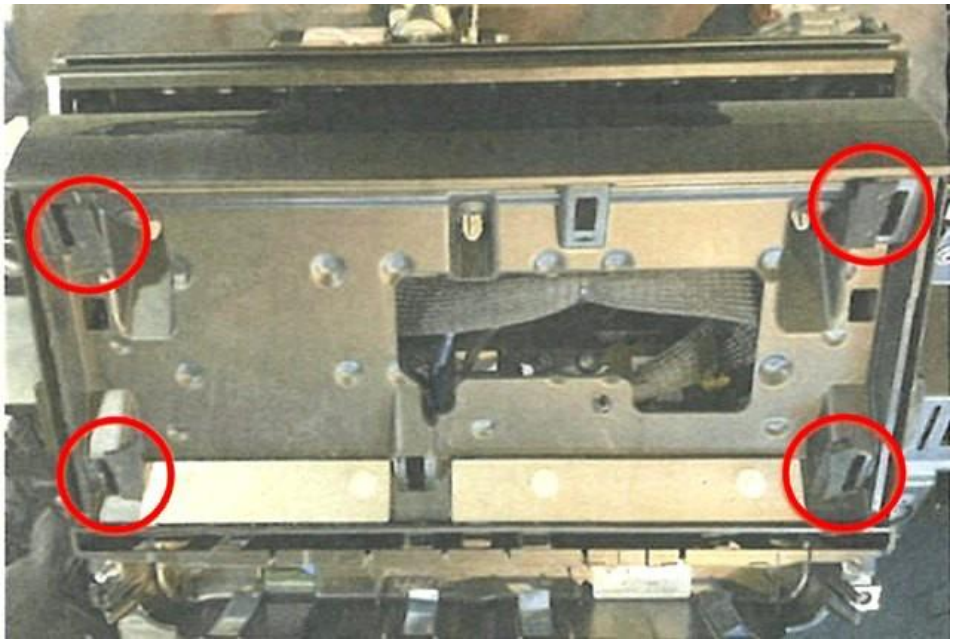


Figure 3

6) Adjust the plain veneer fascia and the dial veneer fascia as required - Refer to Rep.Gr 70 and Rep.Gr 91

7) Bearing displacement check

- **HINT: Referring to Figures 4 and 5, if there is a large gap on one side of the fascia panel and a small gap on the opposing side or a report of clashing with driver fascia or clunking the operative should check to confirm the bearings of the unit have not displaced as shown in Figure 6**

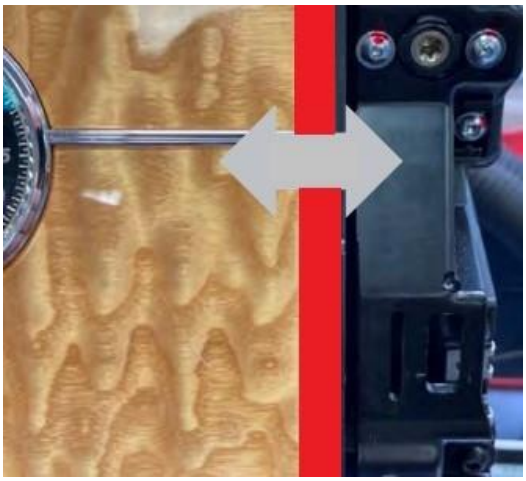


Figure 4

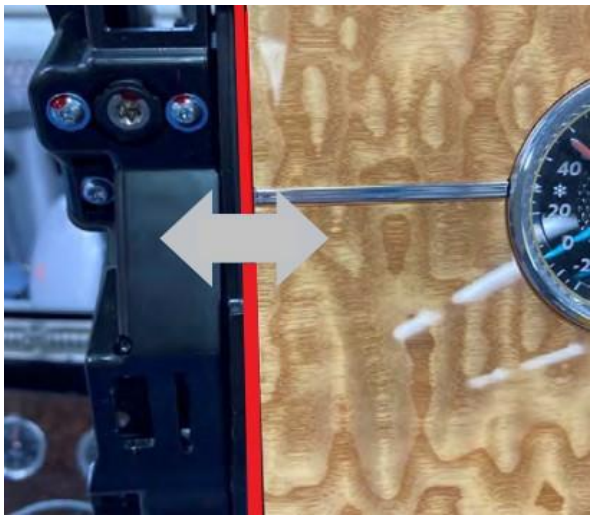


Figure 5

Figure 6

8) Belt drive check (Figure 7)

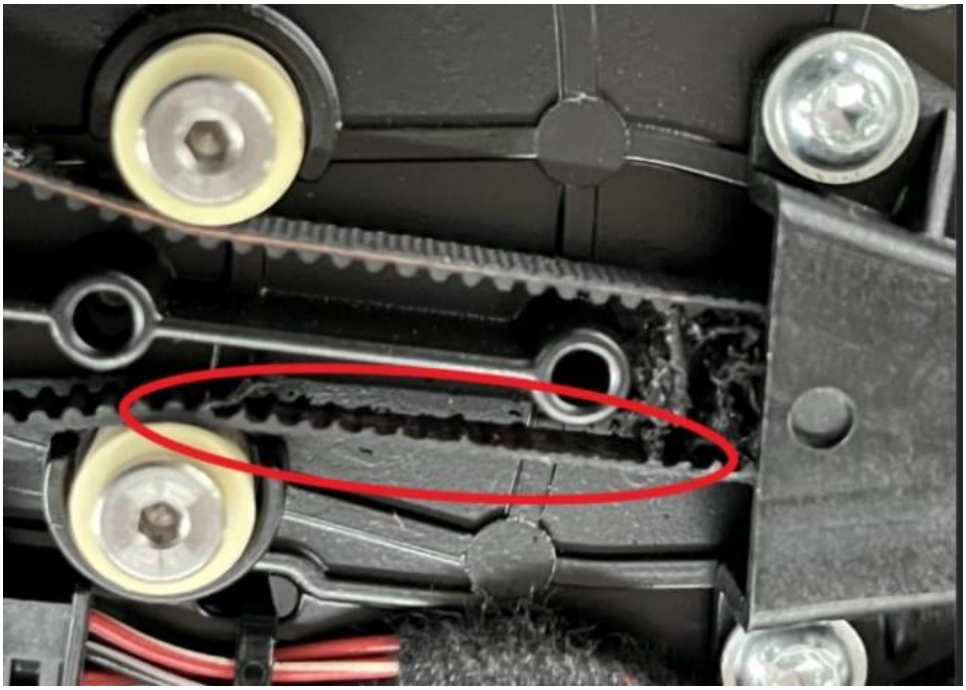


Figure 7

NOTICE

In the event the issue is still evident please respond via the existing DISS query or raise a new technical DISS query

Warranty accounting instructions

Warranty type	110 or 910
Damage service number	91 32
Damage code	00 10

Removal and refitting of the rotating display

Labour operation code	91 32 19 01
Time	110 Time units

Diagnosis time using ODIS

Labour operation code	01 50 00 00
Time	As per ODIS log (must not exceed 50 Time units)

Battery test

Labour operation code 27 06 01 00

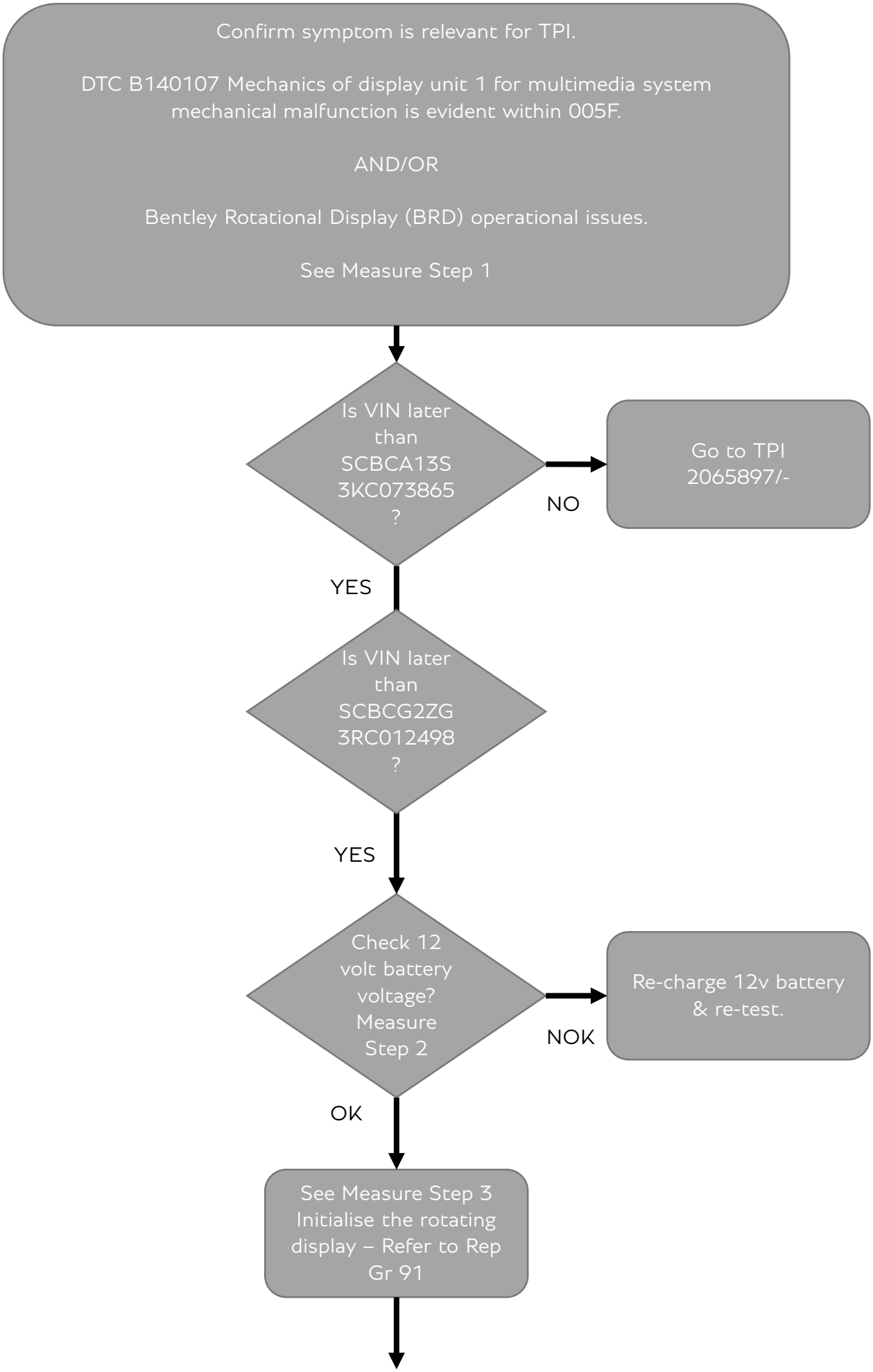
Time 10 Time units

Parts information

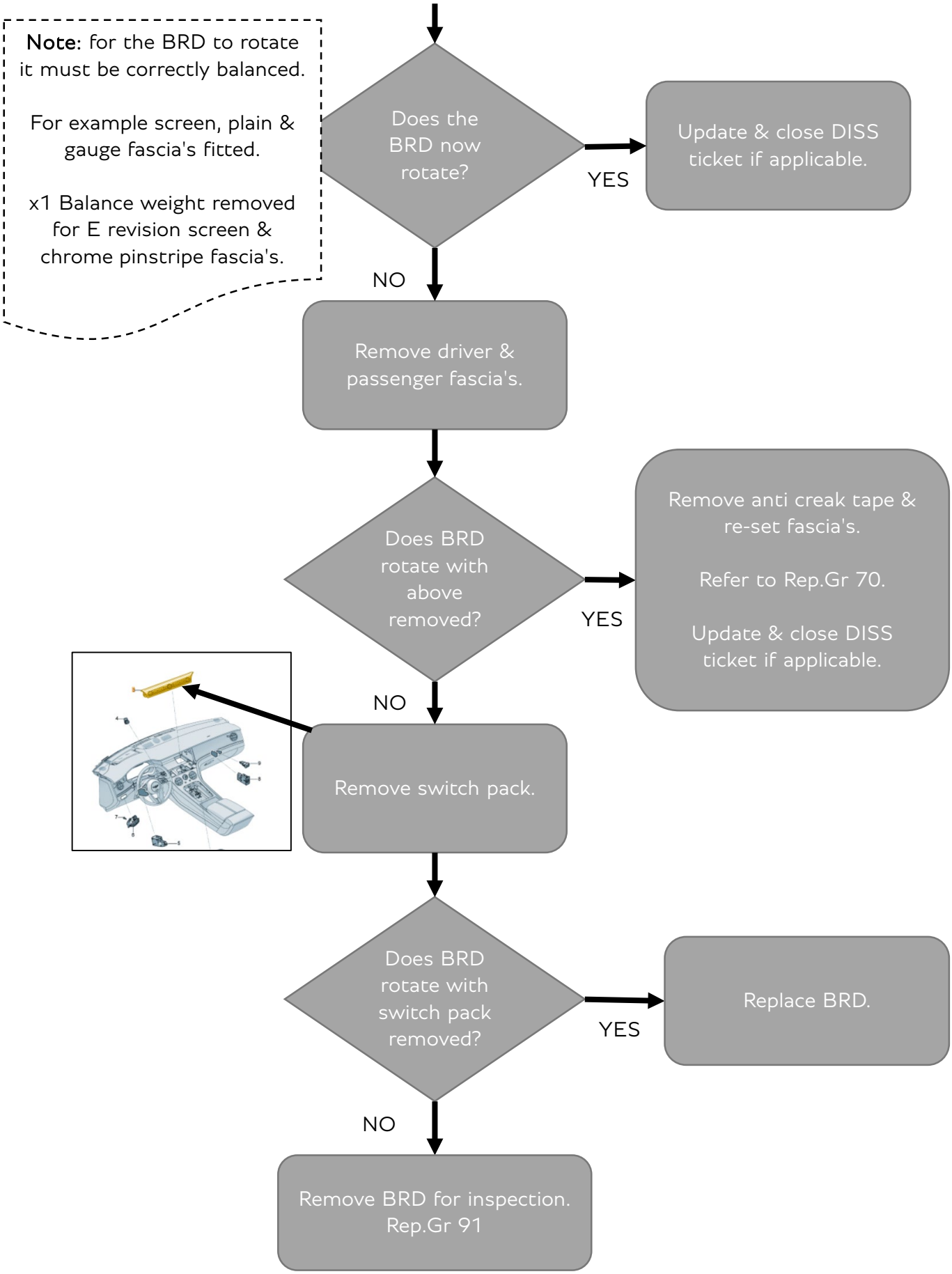
In the event that the rotating display and control module were replaced within the applicable warranty period, please ensure that both parts are returned for analysis

However

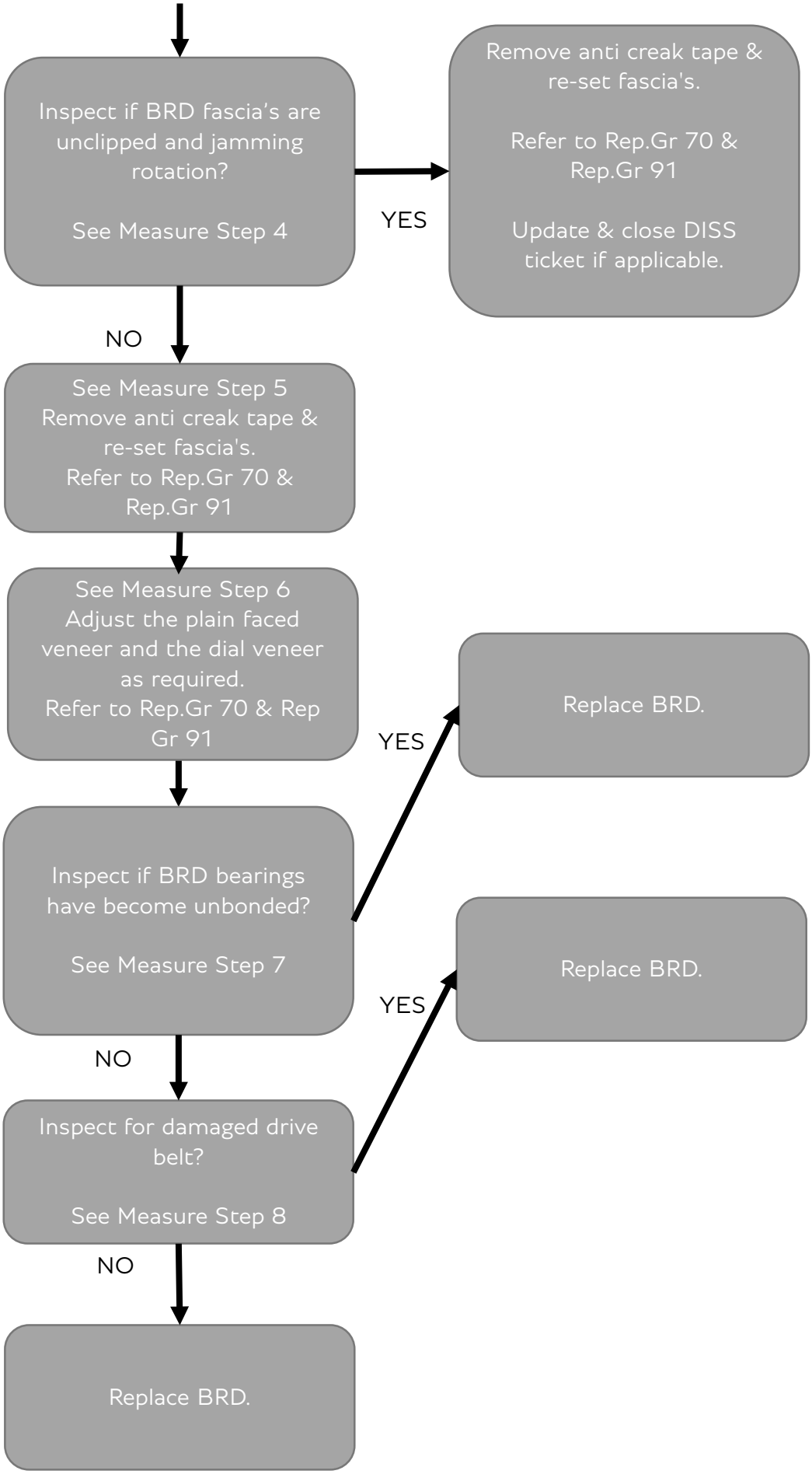
In the event that only the control module was replaced please return the control module only for analysis


Confirm symptom is relevant for TPI.
DTC B140107 Mechanics of display unit 1 for multimedia system mechanical malfunction is evident within 005F.
AND/OR
Bentley Rotational Display (BRD) operational issues.
See Measure Step 1
Is VIN later than SCBCA13S 3KC073865 ?
NO
Go to TPI 2065897/-
YES
Is VIN later than SCBCG2ZG 3RC012498 ?
YES
Check 12 volt battery voltage? Measure Step 2
NOK
Re-charge 12v battery & re-test.
OK
See Measure Step 3 Initialise the rotating display – Refer to Rep Gr 91

INTERNAL


Note: for the BRD to rotate it must be correctly balanced.
For example screen, plain & gauge fascia's fitted.
x1 Balance weight removed for E revision screen & chrome pinstripe fascia's.
Does the BRD now rotate?
YES
Update & close DISS ticket if applicable.
NO
Remove driver & passenger fascia's.
Does BRD rotate with above removed?
YES
Remove anti creak tape & re-set fascia's.
Refer to Rep.Gr 70.
Update & close DISS ticket if applicable.
NO
Remove switch pack.
Does BRD rotate with switch pack removed?
YES
Replace BRD.
NO
Remove BRD for inspection. Rep.Gr 91

INTERNAL


Inspect if BRD fascia's are unclipped and jamming rotation?
See Measure Step 4
YES
Remove anti creak tape & re-set fascia's.
Refer to Rep.Gr 70 & Rep.Gr 91
Update & close DISS ticket if applicable.
NO
See Measure Step 5
Remove anti creak tape & re-set fascia's.
Refer to Rep.Gr 70 & Rep.Gr 91
See Measure Step 6
Adjust the plain faced veneer and the dial veneer as required.
Refer to Rep.Gr 70 & Rep Gr 91
Inspect if BRD bearings have become unbonded?
See Measure Step 7
YES
Replace BRD.
NO
Inspect for damaged drive belt?
See Measure Step 8
YES
Replace BRD.
NO
Replace BRD.

INTERNAL