

Technical product information

Topic	Rear Seat Entertainment screens are not working
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.	2069686/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> partially without function	left
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> without function / defect	right

Vehicle data

Bentayga Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Equipment combinations

PR numbers
with 9WM

Documents

Document name
master.xml

Rear Seat Entertainment screens are not working

Customer statement / workshop findings

Rear Seat Entertainment screens are not working

Technical background

In the event the rear screens are not working please refer to the Measure section of this TPI

Production change

-

Measure

1) Referring to Figure 1 check the following:

- Check to confirm if the link harness is connected into the plug (For clarity the harness is not connected in the example shown)



Figure 1

2) In the event the harness is not fitted and the issue is still evident - Conduct the harness fit process from Step 3

Or

In the event the harnesses are fitted but not connected - Connect the harnesses and check the operation of the rear screens

Or

In the event the harnesses are fitted and the rear screens are not working the operative should conduct the following

- Referring to the applicable wiring diagram - Check to confirm the integrity of the applicable wiring circuits are to specification, in the event the wiring is to specification please also refer to TPI 2069267/-

Right and left hand front seat rear screen harness fit procedure

NOTICE
 Before starting any work, it is advised to take and save photographs of the following areas:

- Left and right hand front seat squab cover overall condition (highlight/note any damage for reference purposes)
- Left and right hand front seat cushion cover (highlight/note any damage for reference purposes)
- Inner and outer front and rear sill tread plates (highlight/note any damage for reference purposes)
- Left and right hand front seat back panels (highlight/note any damage for reference purposes)
- Left and right hand rear door trims (highlight/note any damage for reference purposes)



HINT: The photographs are recommended to be taken/saved to ensure the trim is in the same overall condition once the rework procedure has been conducted

WARNING

The Operative **MUST** ensure that all interior/exterior trim assemblies are suitably protected

Warranty payments will not be considered under any circumstances for damage to any trim and/or components

TIP: In the event that damage is evident on any of the afore mentioned components, the operative must make the customer aware before proceeding as any damaged trim identified after the rework instructions have been conducted will not be covered under warranty

3) Referring to Rep.Gr 69 - Remove the airbag fuse

4) With the seat remaining in the vehicle - Referring to Rep.Gr 72 - Remove the right hand front seat clamshell - To remove and fit

NOTICE

NOTE: The harness routing process which is used within manufacturing does not apply with this TPI, to allow the harness to be fitted/routed without removing the front seat and squab cover, access can be gained by removing the clamshell

HINT: Due to the harness not being secured at the original location points some of the harness securing clips (fitted to the harness) will not be required

For clarity the photographs shown are for references purposes only, some photographs show the front seat not fitted in the vehicle or partially assembled during the manufacturing procedure

The process detailed is on a right hand front seat however the process is the same for a left hand front seat unless advised

- **Figure 2 - Shows the advised harness route for the right hand front seat**

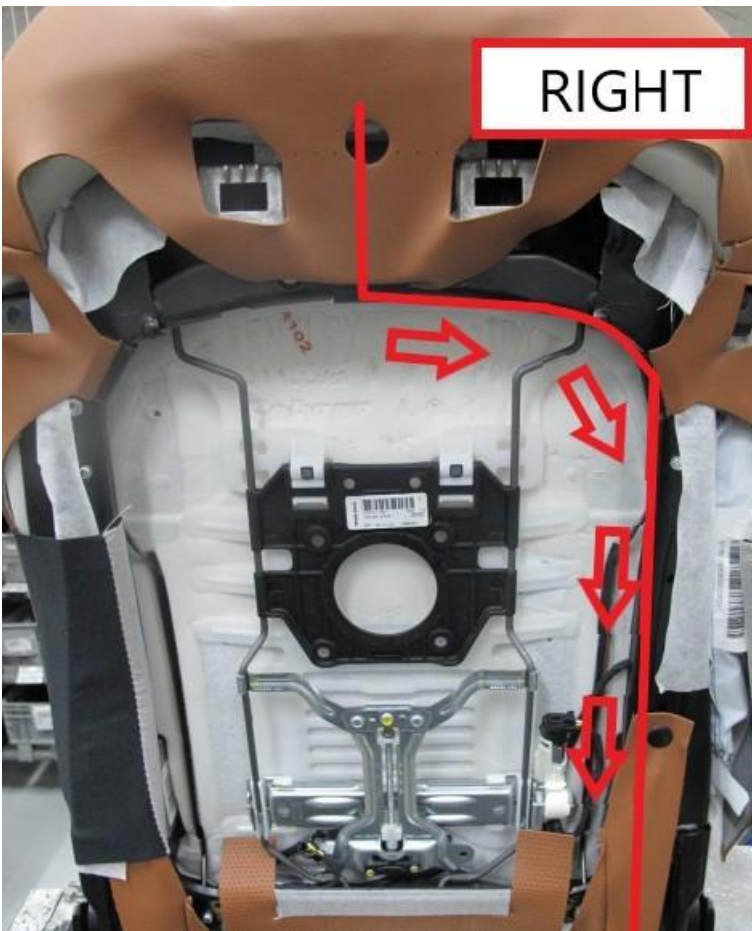


Figure 2

- Figure 3 - Shows the advised harness route for the left hand front seat

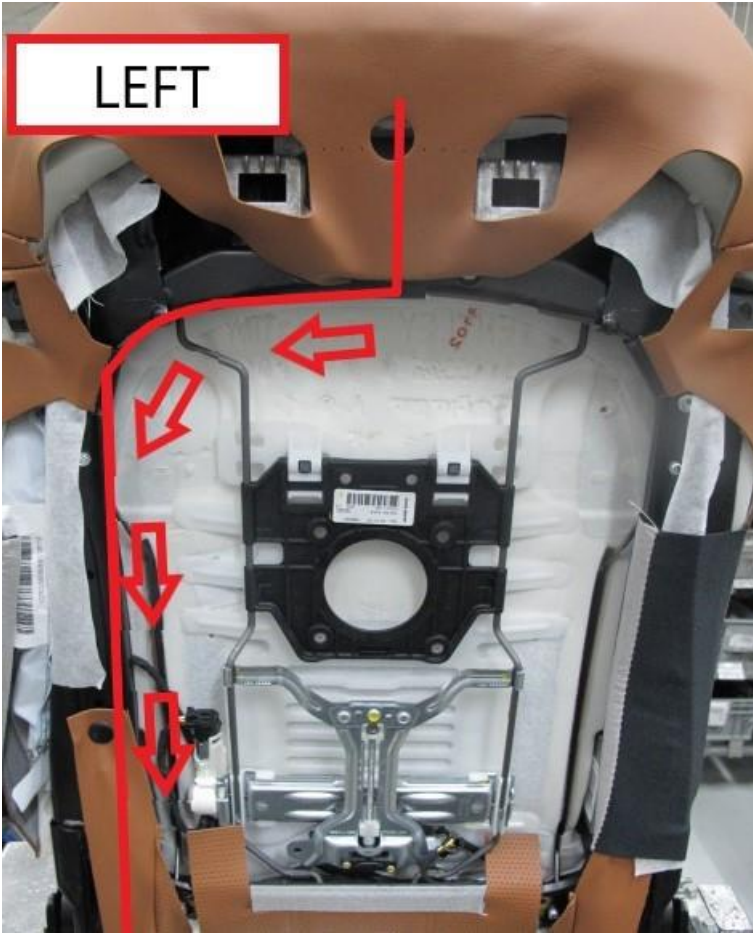


Figure 3

- 5) Referring to Figure 4 - Insert the 5 pin upper plug upwards towards the upper connection as shown (in between the squab and seat frame)



Figure 4

- Referring to Figure 5 - The upper plug should be located and secured as shown, the operative can access the upper connector by feeding the harness in between the squab and seat frame
- Push/fit the upper connection until a "Click" is heard
- Conduct a pull check to confirm secure fitment

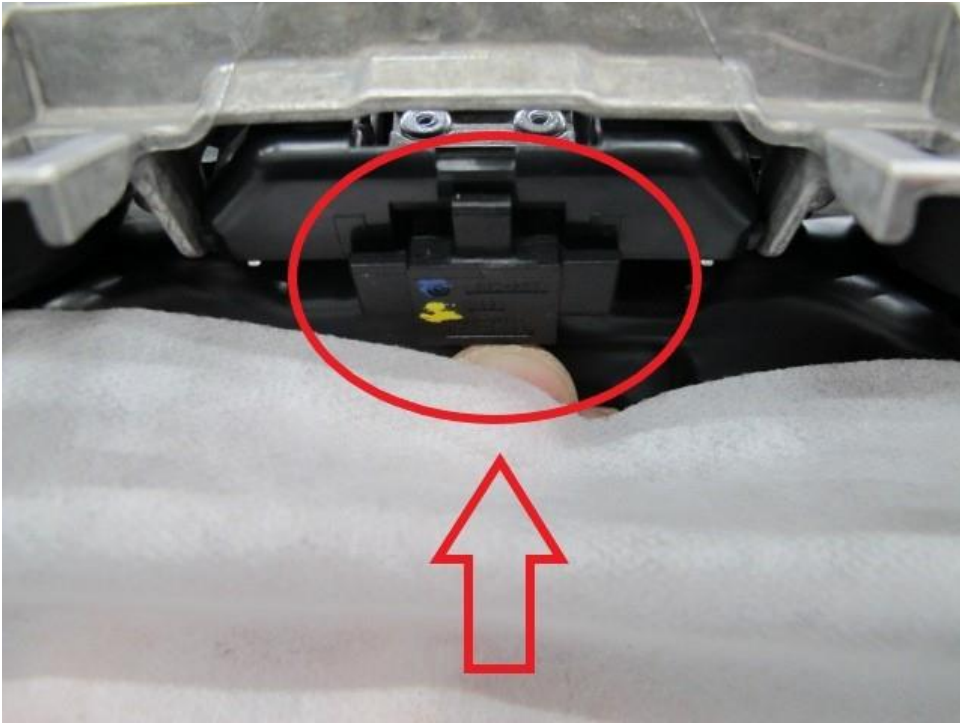


Figure 5

- Referring to Figure 6 - Once correctly fitted the upper RSE connection will be as shown



Figure 6

- 6) Referring to Figure 7 - Secure the harness into the seat frame as shown using the pre fitted clip



Figure 7

7) Referring to Figure 8 - Route the harness at the right hand outer side of the seat frame, the harness should exit the seat frame at the point shown (CIRCLE)

NOTICE

Right hand front seats should have the harness routed on the right hand outer side

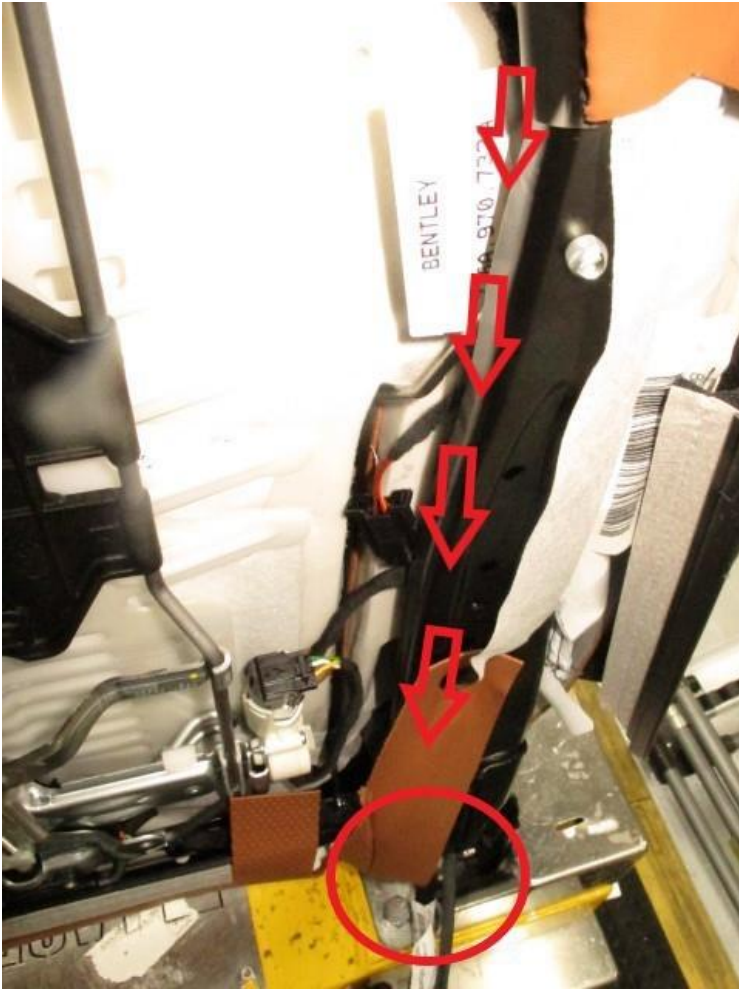


Figure 8

8) Once routed correctly, the connection should be as shown in Figure 9

- Continue to pull the excess harness through the gap between the seat squab and cushion

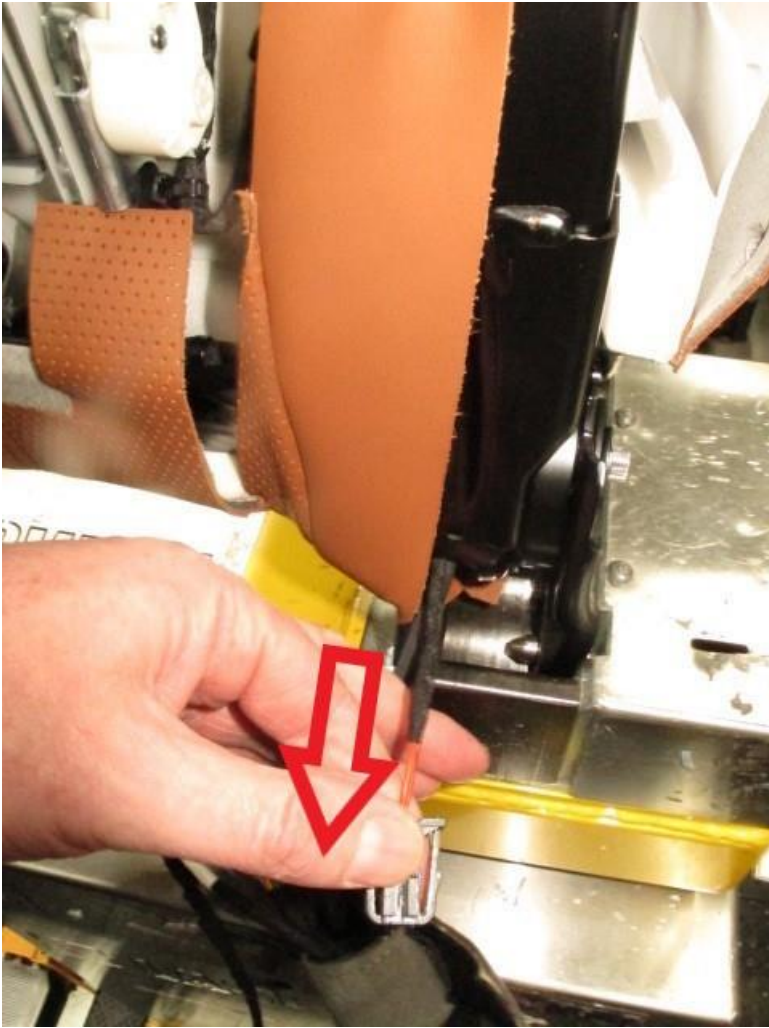


Figure 9

9) Locate the unpopulated plug on the underside of the seat cushion (Figure 10)



Figure 10

10) Referring to Figure 11 - Push/fit the connection until a "Click" is heard

- Conduct a pull check to confirm secure fitment

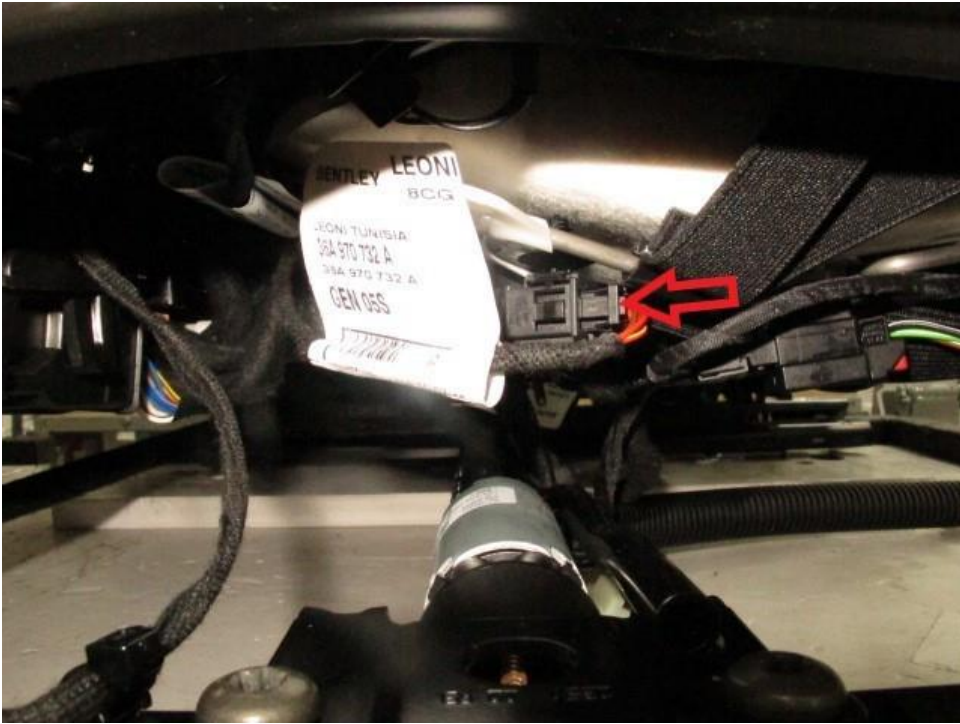


Figure 11

- Ensure any excess harness is suitably secured

11) Referring to Figure 12 (Right hand) the harness can be secured to the seat frame (Point A) using the pre fitted clips

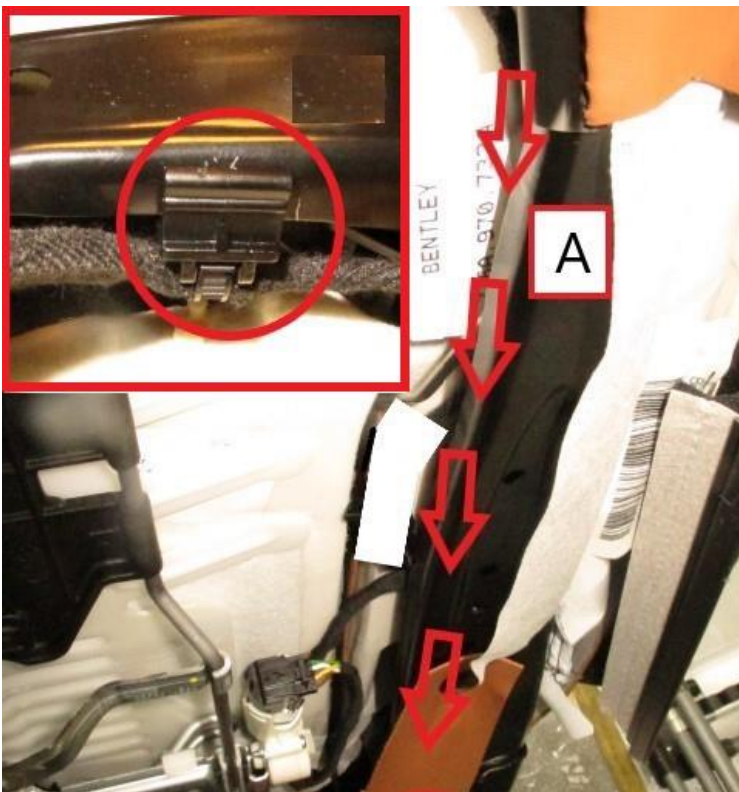


Figure 12

12) Referring to Figure 13 - Operate the seat forwards and rearwards whilst checking to confirm the harness is not being stretched or loosened/damaged during the operation



Figure 13

13) Referring to Figure 14 - Operate the seat up and down whilst checking to confirm the harness is not being stretched or manipulated during the operation



Figure 14

14) Should the harness be fitted and secured and described and the harness is not stretched or manipulated during the seat operation - Refit all previously removed components

15) Repeats steps 2 through to 14 on the left hand front seat

NOTICE

NOTE: Left hand front seats should have the harness routed on the left hand outer side

16) Referring to Rep.Gr 69 - Refit the airbag fuse

17) Raise a non technical DISS query or respond via an existing DISS query stating in the title that TPI 2069686/- was conducted and the RSE harnesses were successfully fitted

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 91 03

Damage code 00 28

Time to remove (x2) front squab covers (with picnic table)

Labour operation code 72 66 19 02

Time 60 TU

Time to remove (x2) front seat squab covers (without picnic table)

Labour operation code 72 66 19 01

Time 20 TU

Time to fit (x2) harnesses on the left and right hand front seats

Labour operation code 91 03 42 50

Time 30 TU

Parts information

Harnesses - 36A 970 732A (x2)