

Technical product information

Topic	Rear screen sunblind operational issues
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2070643/5
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> trays, storage compartments, handles	noise, vibration	
body fixtures and fittings -> sunblind operation -> electrically lower rear screen blind	noise, vibration -> noise	
body fixtures and fittings -> sunblind operation -> electrically raise rear screen blind	noise, vibration -> noise	
body fixtures and fittings -> sunblind operation -> electrically lower rear screen blind	functionality -> without function / defect	
body fixtures and fittings -> sunblind operation -> electrically raise rear screen blind	functionality -> without function / defect	
information, navigation, communication, entertainment -> audio, video, television	noise, vibration	
body fixtures and fittings -> sunblind operation	noise, vibration	
body fixtures and fittings -> sunblind operation	functionality	
body fixtures and fittings -> rear view mirror, sun visors, sunblind	noise, vibration	

Vehicle data

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

Customer statement / workshop findings

One or a combination of the following symptoms are evident:

Rear sunblind does not operate

Rear sunblind is noisy during operation

Rear sunblind operates sporadically

Rear sunblind is detached on one side

NOTICE
Should the symptom not be listed above, please ensure the issue is reported via DISS before proceeding with diagnosis / part replacement

Technical background

TPI revision history - 2070643/5

The rear screen sunblind motor can now be replaced as an individual part without replacing the complete rear sunblind assembly (Depending on symptom as described within the Measure section)

Production change

-

Measure

WARNING
The operative must ensure the airbag fuse is removed before removing the rear parcel shelf

- Attach a clear video and photographs of the failure mode to a new or existing DISS query (see examples in Figure 1)

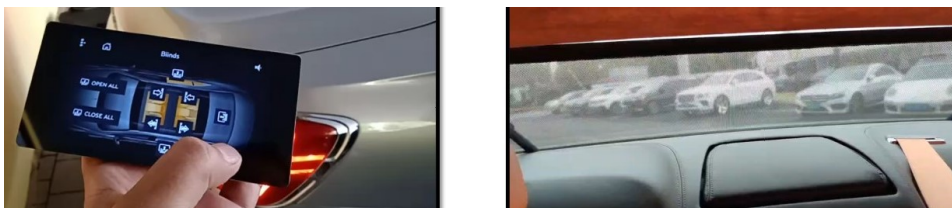


Figure 1

- Referring to the applicable wiring diagram - Conduct an electrical integrity check of the rear blind electrical circuit
- Ensure a clear video and photographs showing the failure mode(s) are attached to the DISS query
- Ensure a full ODIS log is also attached - *Figure 2 shows an example of a DTC relating to the rear sunblind which could be evident within address 0046*

Hint: DTC B14F15 is not always evident within address 0046

Address: 0046 System name: 0046 - Convenience system central module Protocol variant: UDS/ISOTP (Events: 1)	
Identification:	
Event memory entries:	
Entry in fault memory	
Number:	B14F15: Rear window shade motor
Fault type 2:	Open circuit/short circuit to B+ passive/sporadic
Symptom:	65622
Status:	00001000
Standard ambient conditions:	

Figure 2

NOTICE
The following information has been included for guidance purposes only, please ensure any findings / observations are reported via DISS

NOTICE
In the event permission was given to replace the rear sunblind assembly (via DISS) please attach a photo of the original rear blind assembly label as shown in Figure 3



Figure 3

[Rear blind is detached on one side \(Figure 4\)](#)



Figure 4

- Referring to Figure 5 - Confirm if the rivet and star washer is fitted / secure

NOTE: Figure 5 shows the rivet and star washer detached



Figure 5



NOTE: In this scenario (rear blind detached) the rear blind assembly must be replaced

[Gearbox screws loose \(Figure 6 and Figure 7\)](#)

NOTE: Figure 6 and Figure 7 show loose gearbox screws (not secured to 2.5Nm)

The following may also be evident which confirms the gearbox screws are loose:

Witness marks on the mounting surfaces

Or

Gap(s) between the motor and mounting plate



NOTE: Should the gearbox screws be loose the rear blind assembly must be replaced - **DO NOT attempt to secure the fixings**

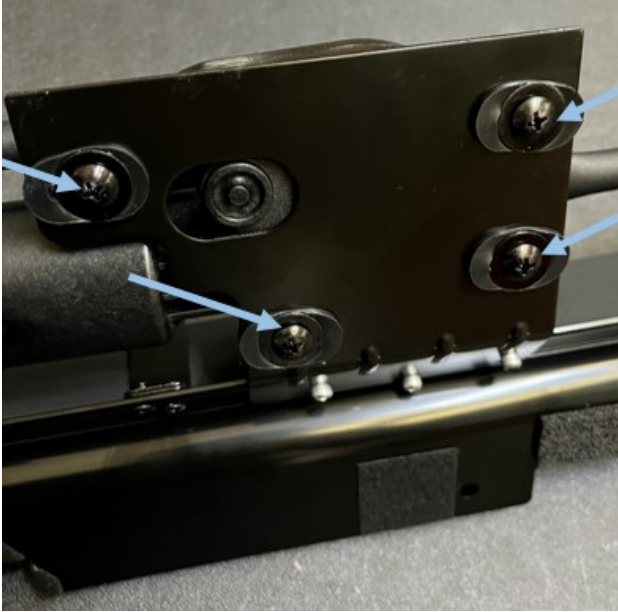


Figure 6

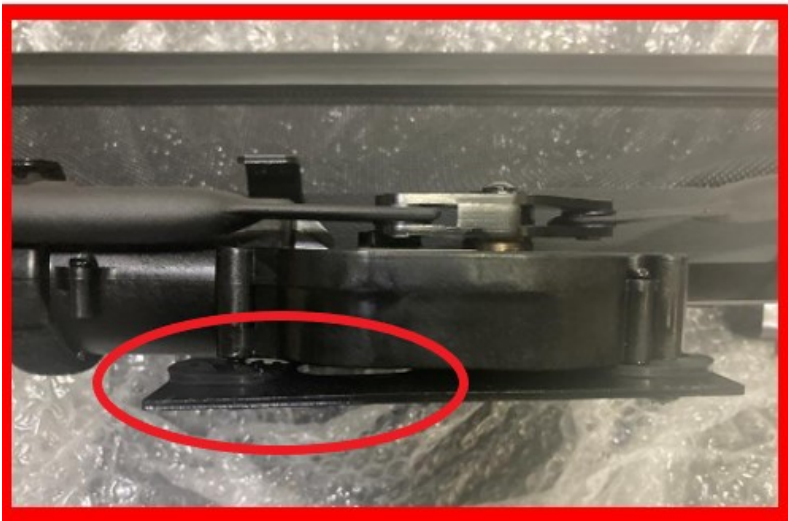


Figure 7

Diagnosis requirements - Gearbox jam or Rotator plate jam (Blind non operational)

- Referring to Figure 8 - Remove the rotator plate fixing (2.5Nm)
- Then remove the rotator plate

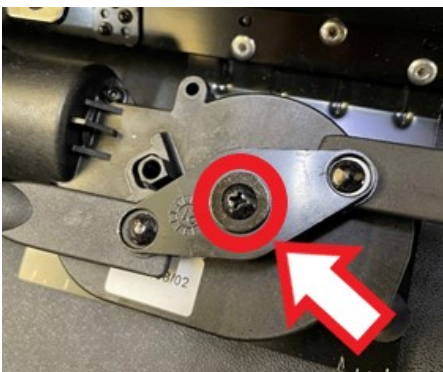


Figure 8

NOTICE

In the event the rotator plate is NOT OK as shown in the examples in Figure 9 and Figure 10, the operative should replace the rear blind assembly



Figure 9



Figure 10

CAUTION

Conduct the next steps (below) with extreme care - Do Not touch the motor shaft whilst conducting the next step

- Reconnect the rear blind electrical connection
- Attempt to operate the blind
- If the motor shaft spins the issue is the rotator plate Jamming - Replace the rear blind assembly as described within Rep.Gr 70
- If the motor shaft does not spin the issue is the gearbox jamming - Replace the rear blind motor as described within Rep.Gr 70

NOTICE

Hint: Once the new blind motor has been installed the operative may notice the blind has raised / not flush (Figure 11). This is related to the motor spindle position which has been set by the motor supplier. Once the blind assembly is refitted and operated (as described) the blind will close to the correct / flush condition

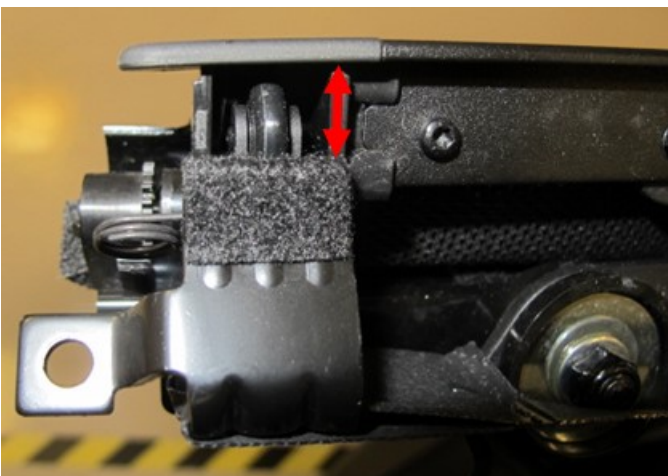


Figure 11



VERY IMPORTANT: Before refitting the rear sunblind after motor or assembly replacement the operative must check to confirm the software level within the Convenience system central control unit (J393)

In the event the software version is V03.935.378.NW please conduct the software update instructions to completion

However

Should the software version be ZDC V03.935.428.LJ (Figure 12) the software is at the latest level the operative should refit the rear parcel shelf as Rep.Gr 70

Hint: Before refitting the rear seats and side trim, the operative should open and close the rear blind (x5) cycles whilst monitoring the operation of the blind - Should no issues be evident the operative should continue with refitting the remaining components

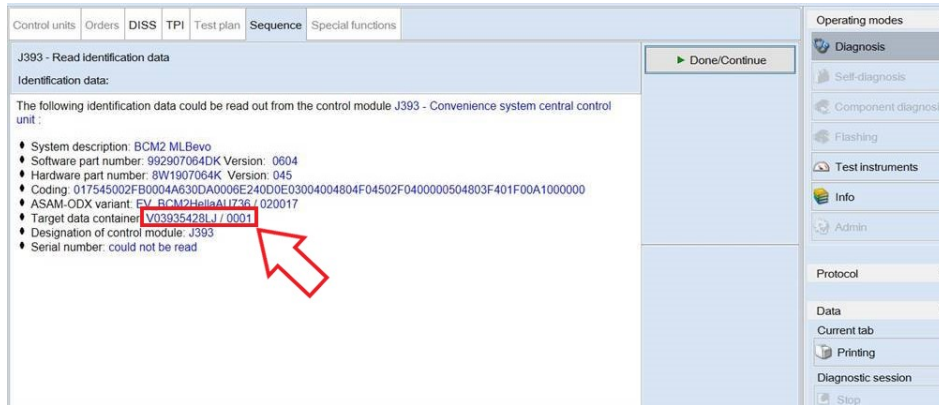


Figure 12



VERY IMPORTANT: The software update should only be conducted once. There is no requirement to repeat the software update if the rear sunblind assembly is replaced in the future as the software should be at the correct level

Software update

The closed-circuit voltage of the vehicle must be at least 12.5 V during the update. Connect a suitable battery charger to the vehicle. For further information refer to the Repair manual

During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc) ensure the main light switch is set to 'off' and leave the driver's door open

Because of the highest transmission stability you **MUST** use the diagnosis interface VAS 6154 (WiFi diagnostic tool) **ONLY** in USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode

Do Not under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of any control units

The operative must ensure the ODIS version is 2.32.0 or later

- Select and run Guided fault finding

Referring to Figure 13 - Within the Special functions tab select SVM - Code Input (A) then select Perform test (B)

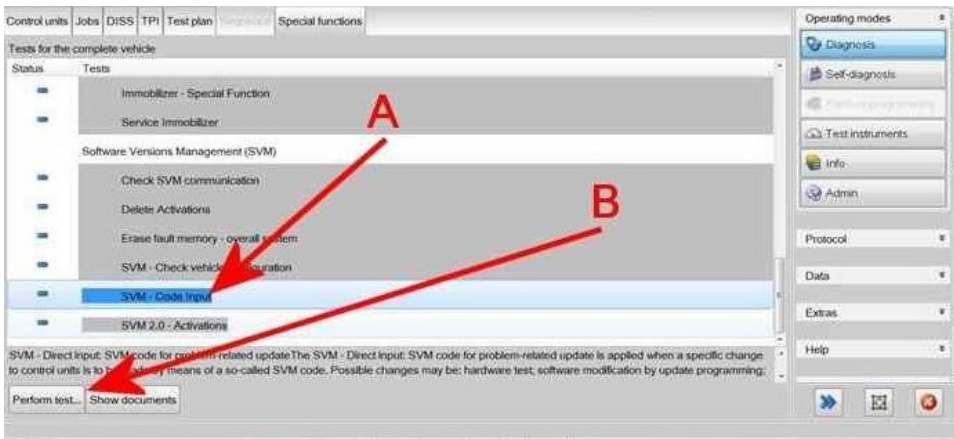


Figure 13

- On the next screen enter the SVM code **371046BLINDZDC01** - Select Adopt (Figure 14)

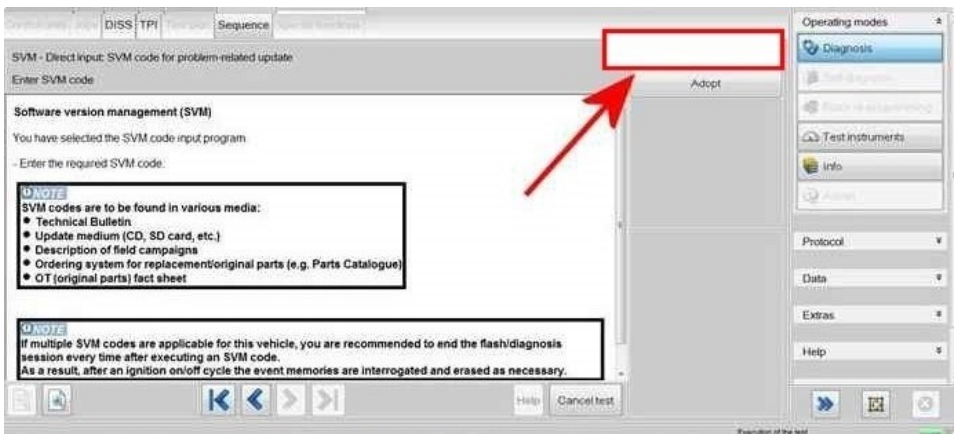


Figure 14

- On the following screen, confirm the code - Then select Yes

All control modules will be interrogated

The SVM action will then take place

Follow all on screen prompts until program end

- On completion - Switch off the ignition

Remove the diagnostic interface from the OBD port

Switch off and remove the battery charger from the vehicle

Close the bonnet, boot and all doors

Lock the vehicle

- Wait 5 minutes to allow the vehicle to go into bus silence

When 5 minutes has elapsed, unlock the vehicle and open the driver's door

Switch on the ignition

Erase all applicable DTC's

- Refit the rear parcel shelf as described within Rep.Gr 70 - Before refitting the rear seats and side trim, the operative should open and close the rear blind (x5) cycles whilst monitoring the operation of the blind - Should no issues be evident the operative should continue with refitting the remaining components

Warranty accounting instructions

Warranty Type 910 or 110

Damage Service Number 68 96

Damage Code 00 13

Time to replace the rear screen sunblind motor

Labour Operation Code 68 97 19 50

Time 20 TU

Time to remove and refit the rear luggage boot cover

Labour Operation Code 70 30 19 00

Time 190 TU

Time to conduct the software update

Labour operation code 01 51 00 00

Time As per ODSIS log (Must not exceed 30 TU's)

Parts information

3SE 998 036 - Rear sunblind motor repair kit (x1)