Technical Service Bulletin

Topic	BRD Fault Diagnosis - Mechanical Malfunction DTC B140107 | Continental GT/GTC/Flying Spur
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.	2067955/5
Level	EH
Status	Released for publishing
Release date	May 13, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
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 and drive device functions -> extend screen	functionality -> no function	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> retract screen	functionality -> operation sequence incorrect	

Vehicle data

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		*	*	*

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		*	*	*

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
brdflowchart.pdf

Condition

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

Technical Background

Revision history

TPI 2067955/4 - Attached flow chart process has been revised, the process now confirms what the operative must do if the VIN is later than SCBCA13S3KC073865 or if TPI 2065897/- was conducted and the issue is still evident

TPI 2067955/5 - Updated the procedure to include instructions on how to perform the BRD Software Logic Update

Depending on the symptom the operative must ensure the TPI's below have 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 Solution

Not applicable

Service

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 and the software level is SW0127, no further action is required. If the vehicle has the software level SW0123 then proceed with the remaining instructions.

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 2)

Figure 1

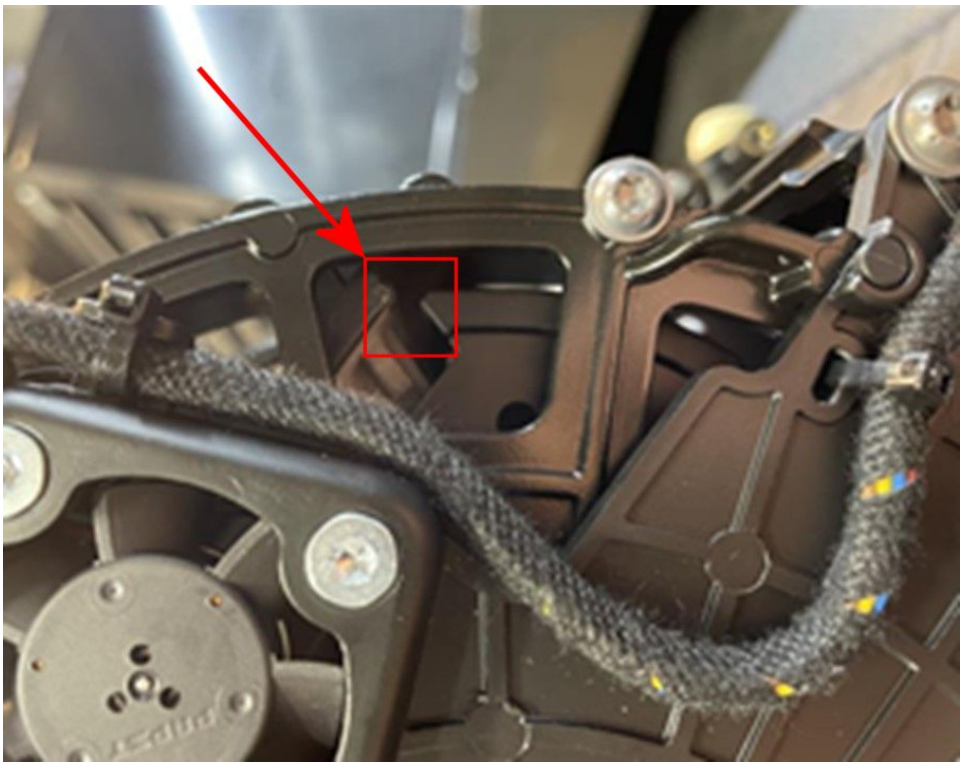


Figure 2

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

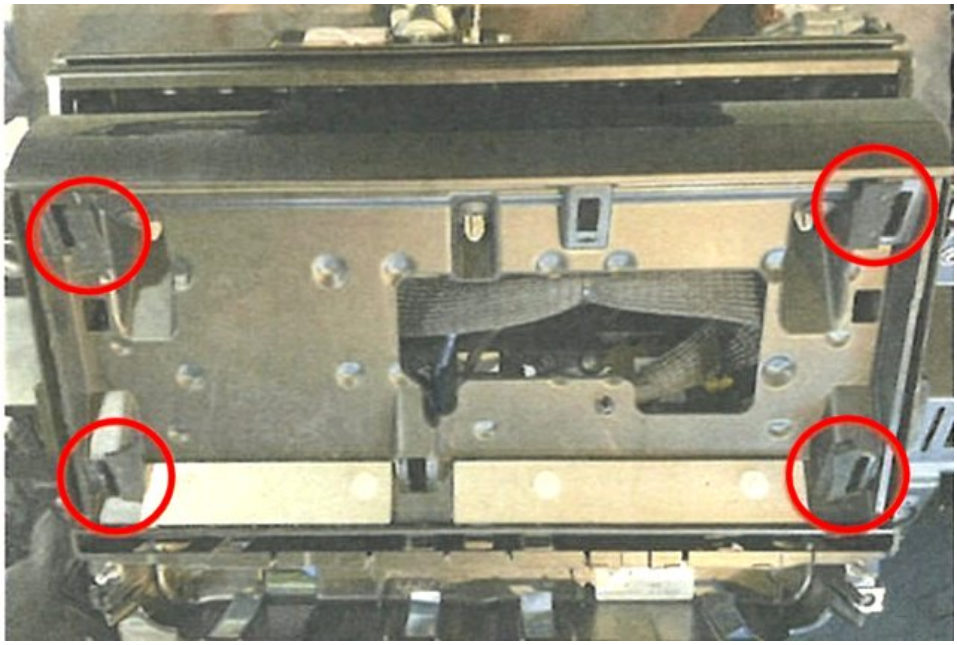


Figure 3

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**

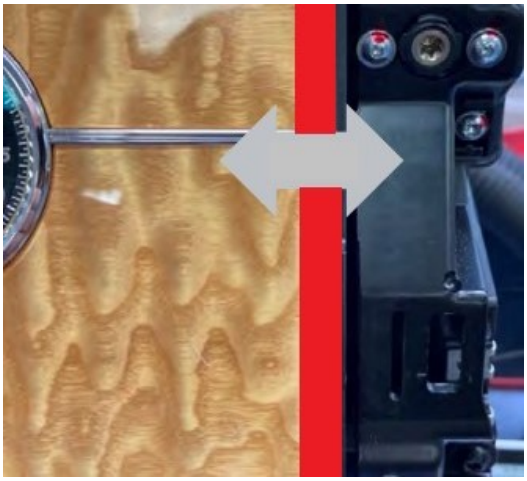


Figure 4

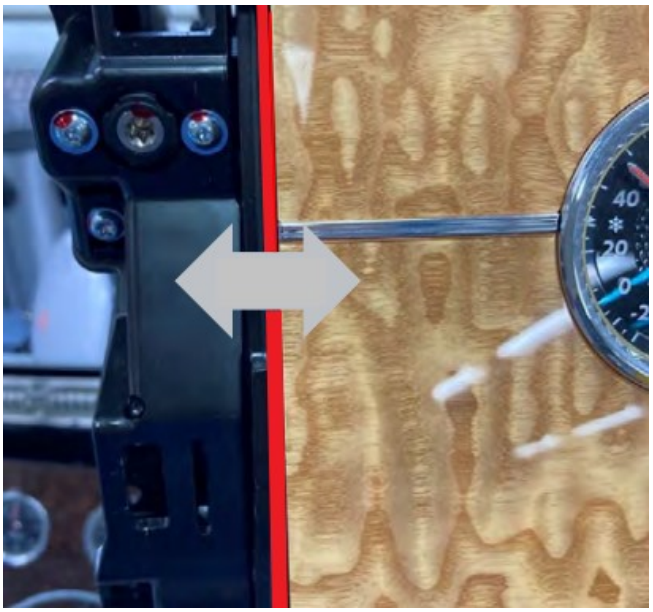


Figure 5

Figure 6

8) Belt drive check (Figure 7)

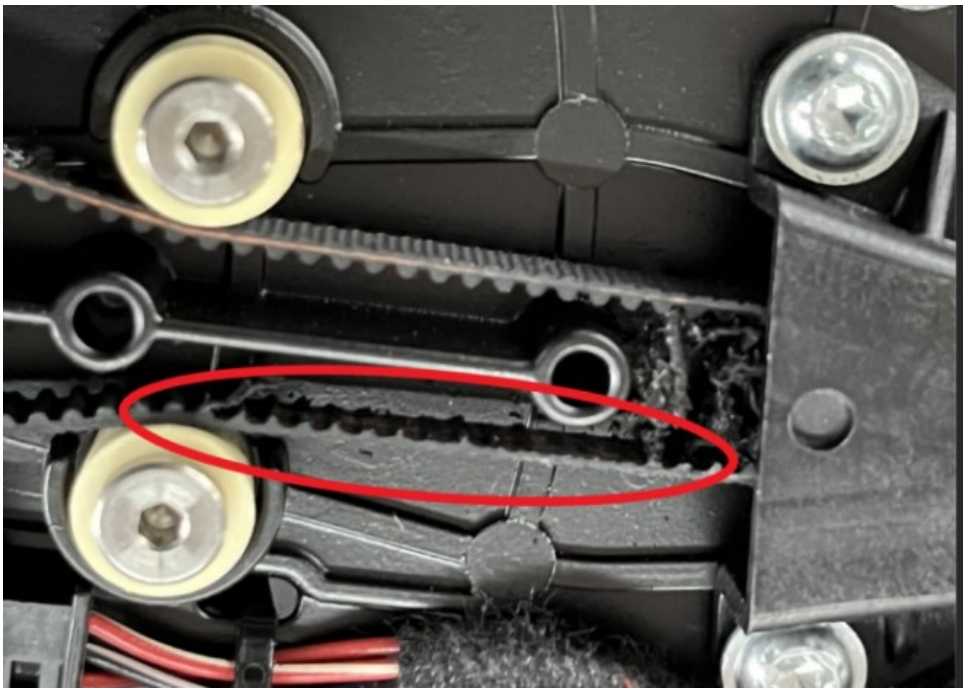


Figure 7

NOTICE

In the event the issue is still evident or the current vehicle software level is SW0123, please perform the software update described below to update the vehicle to software level SW0127.

Software Update

To complete the update a blank SD card with minimum 1GB of storage is required

1. Go to the Bentley HUB and download the software zip file “WT10708”

2. Extract all contents of the downloaded zip file (WT10708.zip) to the ‘root’ of the SD card (do not create any folders on the SD card to put the files in)

3. Once extracted the SD card should show the following files:

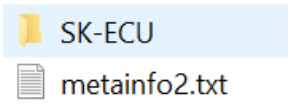


Figure 8

4. Insert the SD card into slot 1 of the 005F unit (as shown in figure 9)

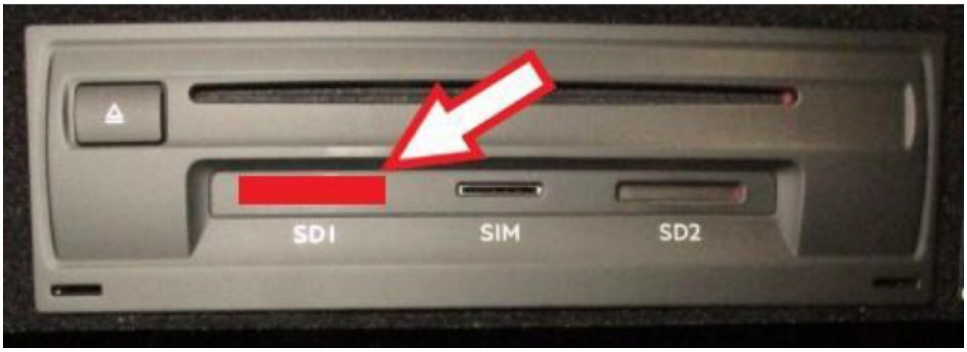


Figure 9

5. With the ignition on press and hold the OK and MEDIA buttons (figure 10) to enter the “Red” engineering mode menu (figure 11)

Figure 10

NOTE: Figure 10 shows a Continental GT and is for reference purposes only

Figure 11

6. Select “SD card 1” (figure 12)

Figure 12

7. Select “Standard” from the menu (figure 13)

Figure 13

8. Scroll down the menu and select “Start update” (figure 14)

Figure 14

9. Select “Start update” (figure 15)

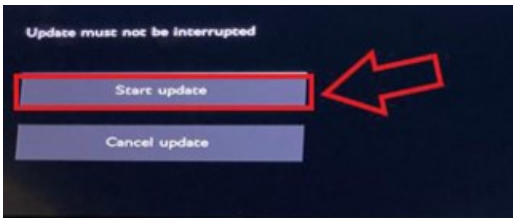


Figure 15

10. Select “Continue” (figure 16)

Figure 16

11. When the “Start backup documentation” screen is displayed, select “Cancel backup documentation” (figure 17)

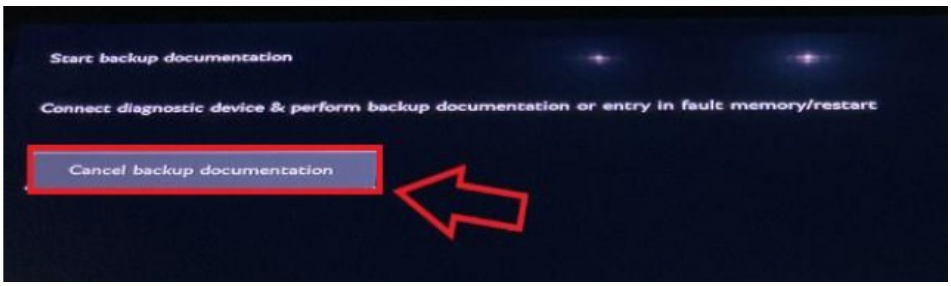


Figure 17

12. Once the software download is complete, exit “Red” engineering mode and remove the SD card

13. Connect ODIS and start a new session.

14. Select the Special Functions tab

a. Select “SVM – Code Input”

b. Select “Perform Test”

c. Enter the SVM code:

- For Flying Spur - 371BRDSW127
- For Continental GT/GTC - 370BRDSW127

15. Accept any changes.

16. Once complete, do a 5 minute network shutdown with the vehicle locked

17. Clear all DTCs and test the system operation

NOTICE

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

Warranty

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 TU

Diagnosis time using ODIS

Labour operation code 01 50 00 00

Time As per ODIS log (must not exceed 50 TU)

Battery test

Labour operation code 27 06 01 00

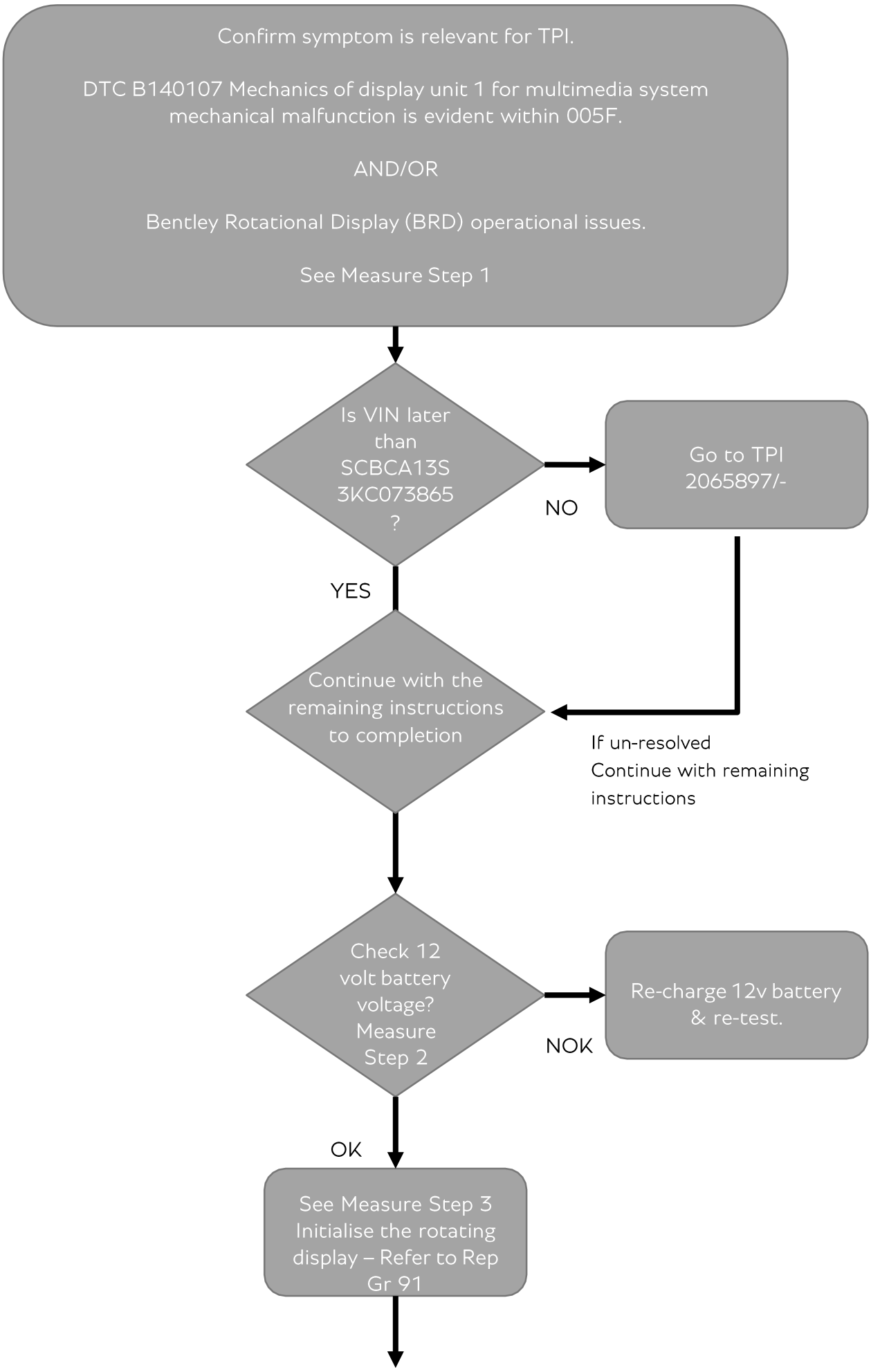
Time 10 TU

Required Parts and Tools

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



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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?

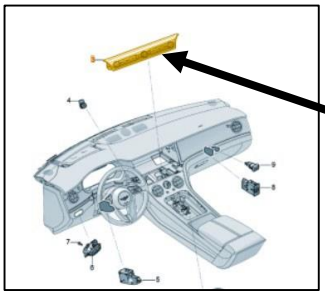
YES

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

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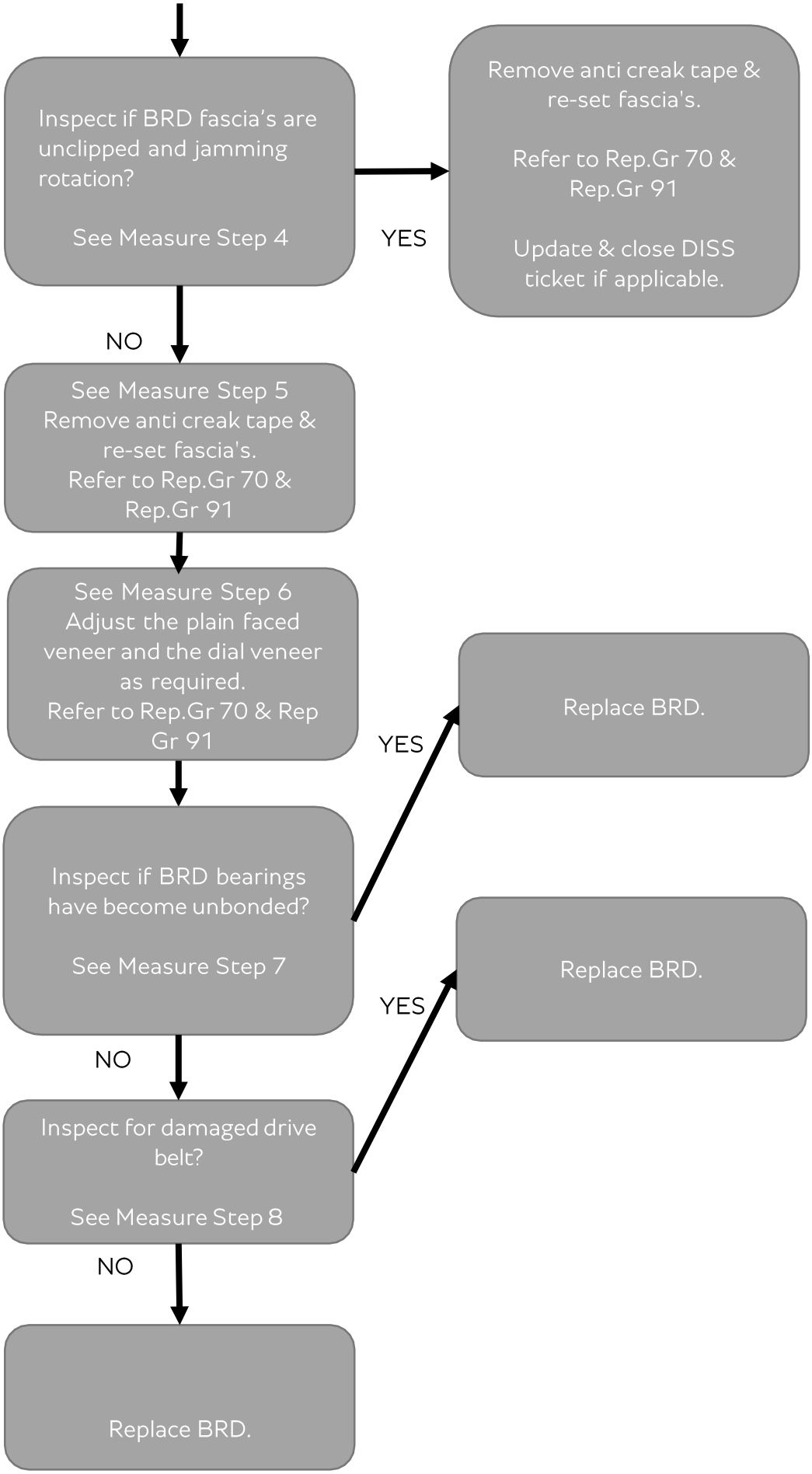

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