Connection offline

Technical product information

Topic	Rotating display/screen noise - Diagnosis for complaints relating to noise during operation and/or during a drive cycle
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.	2065895/7
Level	EH
Status	
Release date	27 Oct 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> retract display	functionality -> defective function sequence	
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> raise display	functionality -> without function / defect	

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		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z23*	2027	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		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z24*	2027	E		*	*	*

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
Z32*	2027	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

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Technical product information	Transaction No.: 2065895/7
Rotating display/screen noise - Diagnosis for complaints relating to noise during operation and/or during a drive cycle	Release date: 27 Oct 2026

Customer statement / workshop findings

Various rotating display screen noise during operation

Technical background

The scenarios below are listed as a guideline to enable the applicable noise issue to be diagnosed and repaired, in the event the noise and/or symptom does not match any of the scenarios listed, the operative should raise a DISS query and await feedback before conducting any further work

Otherwise

The operative MUST follow the applicable procedure within the Measure section of this TPI which relates to the customer complaint as follows:

Scenario 1 - Squeak/creak/rattle from the dials during operation or graunching noise from the compass when the vehicle is being driven

Scenario 2 - Creak/rattle from rotating display whilst driving/uneven operation during rotation

Scenario 3 - Squeaking noise from the rotating display whilst in operation (display rotating)

TPI Revision history - 2065895/5

Scenario 3 added - Squeaking noise from the rotating display whilst in operation (rotating)

Production change

Not applicable

Measure

1) Using ODIS carry out Guided Fault Finding (GFF) to check for the presence of any DTC’s (Static or intermittent) within all control modules

- Save the ODIS log (first log)
- Attempt to clear all DTC’s
- Exit GFF
- Cycle the ignition (x3) times

- **Hint:** The diagnostic log should be attached to a new or existing open DISS query

IMPORTANT: If the complaint is still evident and DTC(s) for the rotating display are present, complete the applicable test plan before proceeding using ODIS

2) Recheck the functionality of the BRD unit

- In the event the issue is now resolved after the reset and initialisation process has been conducted, No further action is required

However

In the event the issue is still evident please proceed with the remaining steps (Scenario 1 and 2) depending on the actual symptom/scenario

Scenario 1 - Squeak/creak/rattle from the dials during operation or graunching noise from the compass when the vehicle is being driven

When noise is evident from the dials, press on outer bezels (Figure 1) If the noise disappears when the bezels of the dials are pressed - Referring to Gr.91 - Replace the applicable dial(s)

Or

In the event a graunching noise is evident from the compass when the vehicle is being driven - Referring to Gr.91 - Rotating display screen - to remove and fit - Replace the compass

NOTICE

The BRD does require removal when replacing the compass - Refer to Gr.91 - Rotating display screen to remove and fit to replace the compass



Figure 1

Scenario 2 - Creak/rattle from rotating display whilst driving

TIP: This symptom can in some cases be evident due to excessive movement within the rotating display motor pivot assembly (Figure 2)

- The operative should consider the motor pivot assembly



Figure 2

NOTE: To check the motor pivot assembly for excessive movement the rotating display should be removed - Refer to Rep.Gr 91

- Refer to the Bentley Hub and refer to the video referencing TPI 2065895/-
- Should the movement be as shown in the video, the rotating display unit should be replaced

Scenario 3 - Squeaking noise from the rotating display whilst in operation (rotating)

- Refer to the videos located on the Bentley Hub (Video 1 - 2065895 and Video 2 - 2065895)
- Remove the rotating display - Refer to Rep.Gr91
- Apply a thin layer of multi-purpose grease (Figure 3) to the worm drive at the location shown in Figure 4


MULTI-PURPOSE GREASE I
Mineral oil based lithium grease
for use on any vehicle.
Suitable for: For vehicle and machine
elements subject to light loads such as
roller bearings, plain bearings, shafts,
spindles, electric motor bearings, con-
stant velocity joints, etc.
Features: Adheres well, is workstable
and resists oxidation. Reinforces seals
and repels dust and water. Temperature
range - 30 °C to + 130 °C. Does not
contain silicone or resins.
Notes: Store upright in a cool, dry
place.
Technical data: NLGI class 2
DIN 51 30 to DIN 51502
Use by: See outer packaging.
The instructions are only recommendations,
which are based on our experience. We advise
preliminary testing before use. For further details
please contact information. Reserved for industrial
and professional use.
Würth U.K. Ltd.
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Würth Ireland Limited
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Instructions for insertion

Figure 3

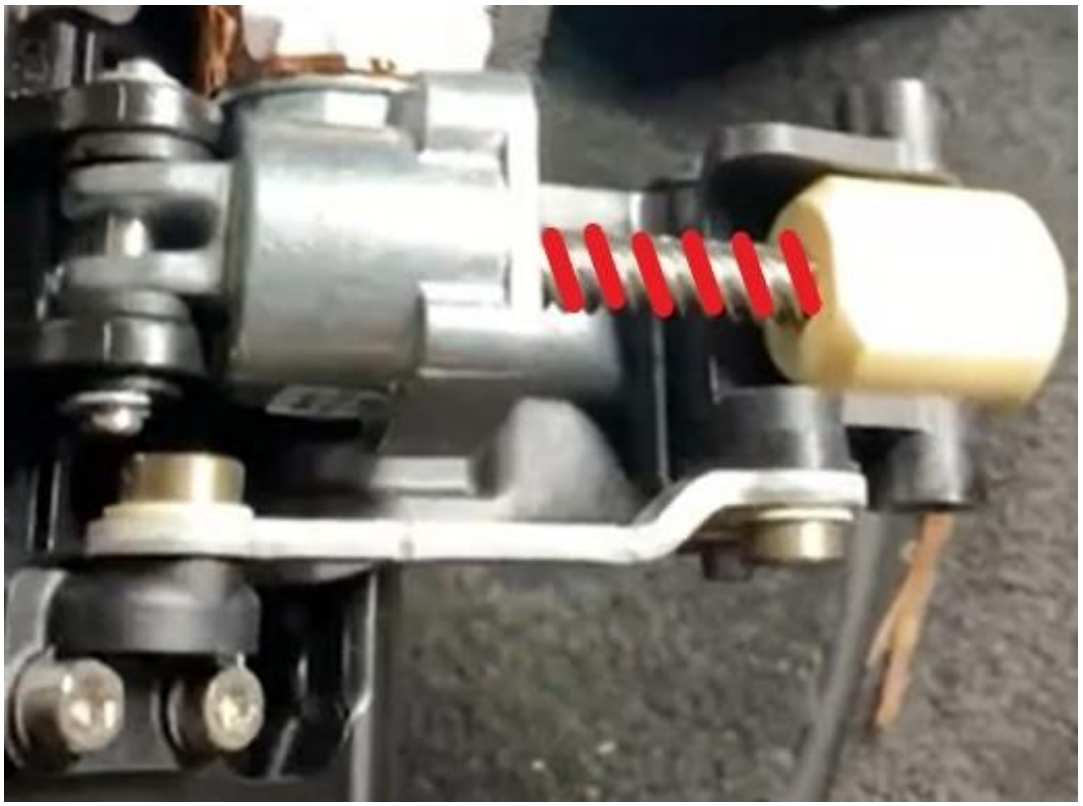


Figure 4

- Refit the rotating display
- Check the issue is now resolved

NOTICE

In the event the issue is still evident the operative must raise a technical DISS query and await feedback before conducting any further work

Warranty accounting instructions

Diagnostic checks/adjustments to the rotating display (does not include removal of the rotating display)

Warranty type	110 or 910
Damage service number	91 32
Damage code	00 55

Labour

Labour operation code	91 32 01 51
Time	20 Time units

Removal and refitting of the rotating display

Labour operation code	91 32 19 01
Time	110 Time units

Compass replacement

Removal and refitting of the rotating display screen and compass replacement

Labour operation code 91 10 19 25

Time 100 Time units

NOTICE

The BRD does require removal when replacing the compass - Rotating display screen to remove and fit to replace the compass

Parts information

Refer to the ETKA parts catalogue