

Technical product information

Topic	New Flying Spur - Rear Entertainment - Component Protection
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.	2060605/6
Level	EH
Status	Released for publishing
Release date	28-Sep-2023

New customer code

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

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system ECU	control units, services -> with event log entry	rear
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> defective function sequence	left
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> defective function sequence	right
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> without function / defect	left
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system display panel	functionality -> without function / defect	right

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		*	*	*

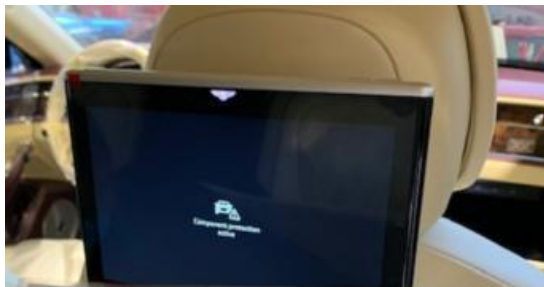
Documents

Document name
master.xml

Customer statement / workshop findings

Rear Entertainment display screen shows "*Component Protection Active*".

Diagnostic Trouble Code (DTC) **U110100 Component Protection Active** stored within *004E (Display/Control head HR)* and/or *005E (Display/Control Head LH)*.



Technical background

This concern is currently under investigation.

Production change

Under investigation.

Measure

- Carry out the ODIS *Component Protection Routine* for the affected display screen(s), this will be suggested by the Diagnostic Trouble Code.

IMPORTANT: When prompted, the Rear Entertainment display screen must be powered *OFF* and then *ON*.

- If Component Protection remains active, carry out ODIS *Component Protection Routine* for *ALL* components - Select: '**Special functions**' – '**Functions, component protection**' – and when prompted select '**All control units**'.

IMPORTANT: When prompted the Rear Entertainment display screen must be powered *OFF* and then *ON*.

- If the complaint is still present raise a DISS query and attach a diagnostic log showing all active DTC's, the above ODIS routine(s) being attempted and the test results.

Parts information

For the latest part information always refer to the Electronic Parts Catalogue (ETKA)