

Technical product information

Topic	Bentayga - Touch Screen Remote (TSR) - Not ejecting from the cradle
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2050603/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
vehicle service -> vehicle diagnosis -> guided fault finding	control units, services -> without event log entry	
information, navigation, communication, entertainment -> infotainment sys. control using buttons, control panel, display panel	functionality	
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system remote control	component / consumables -> missing	
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> software update -> software update for information electronics control unit	functionality -> defective function sequence	
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment system control panel -> rear seat entertainment system control panel key	functionality -> too stiff	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Touch screen remote (TSR) is not ejecting from the cradle

Technical background

Before carrying out any further diagnostic work regarding the TSR not ejecting, please carry out the checks within the Measure section of this TPI to ensure the TSR is not activated (Locked)

Production change

Not Applicable

Measure

- Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure
- Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket. Note: Hardwire connections should be used
- Switch on the ignition



- From the diagnostic tool main desktop select Off board Diagnostic Information System
 - Select – Start diagnosis
 - Adopt the correct vehicle identification and allow guided fault finding of all control modules to complete
 - Once Guided fault finding has completed go to the Special Functions page and select (Point 1) 27 – TSR cradle unlock (Rep.Gr.90)
 - Select Perform test (Point 2) and follow on screen prompts until at the relevant screen regarding TSR activated/Not activated status
- Figure 2 shows the TSR cradle lock is currently activated, (Locked), select Yes and follow the remaining prompts to deactivate the TSR cradle lock
- Figure 3 shows the TSR cradle lock is currently Not activated (unlocked) this is the correct status to ensure the TSR can be ejected from the cradle

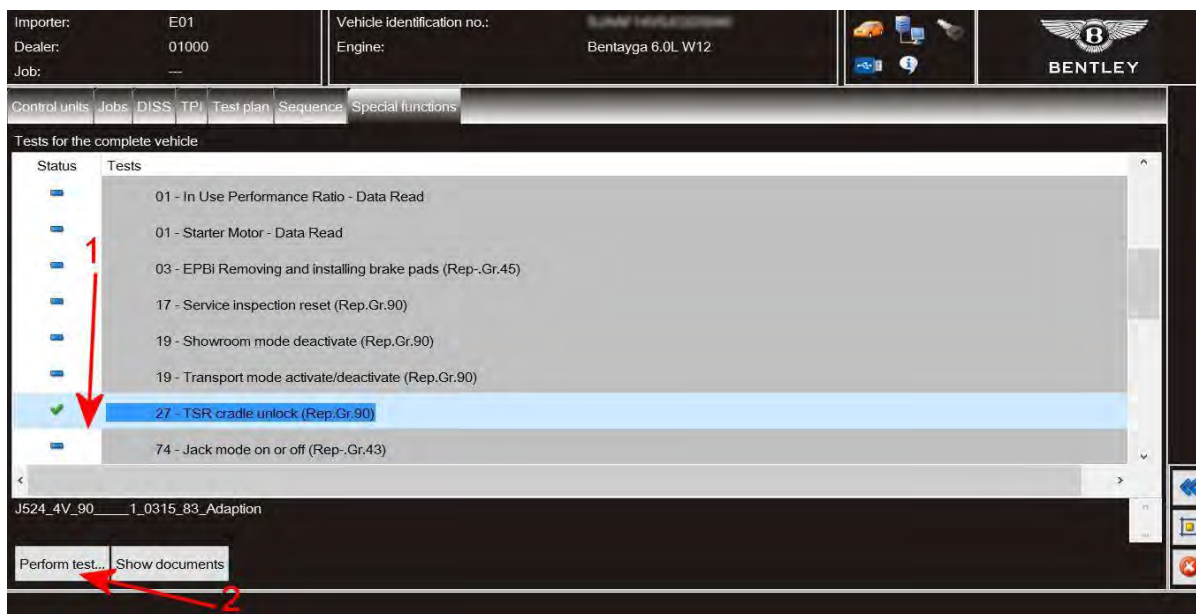


Figure 1

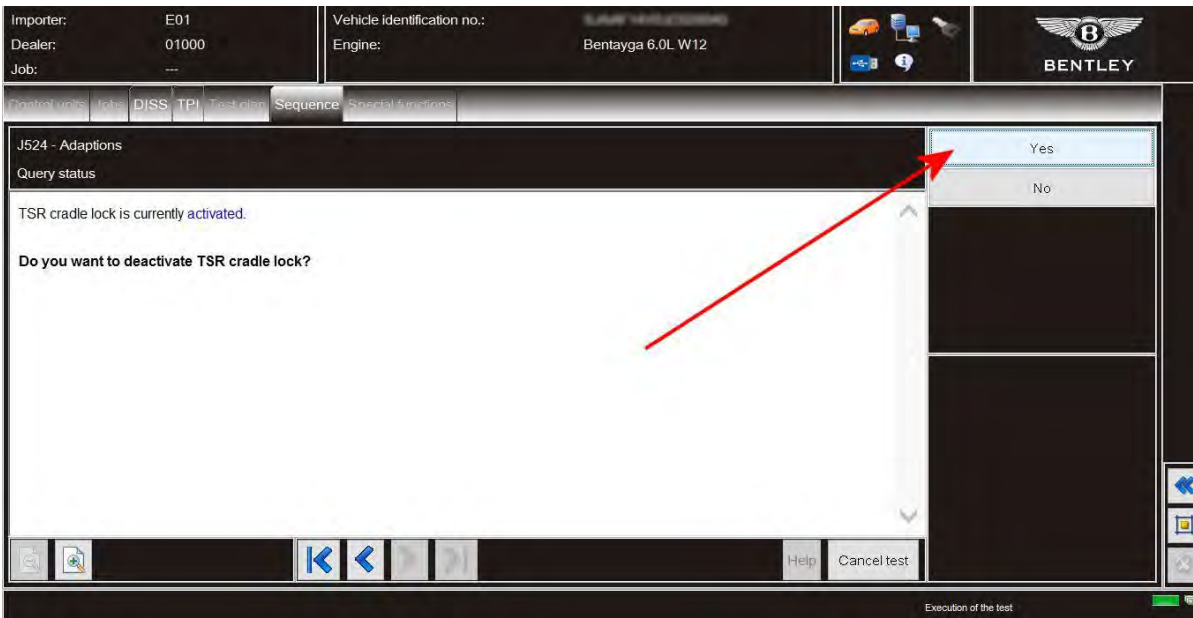


Figure 2

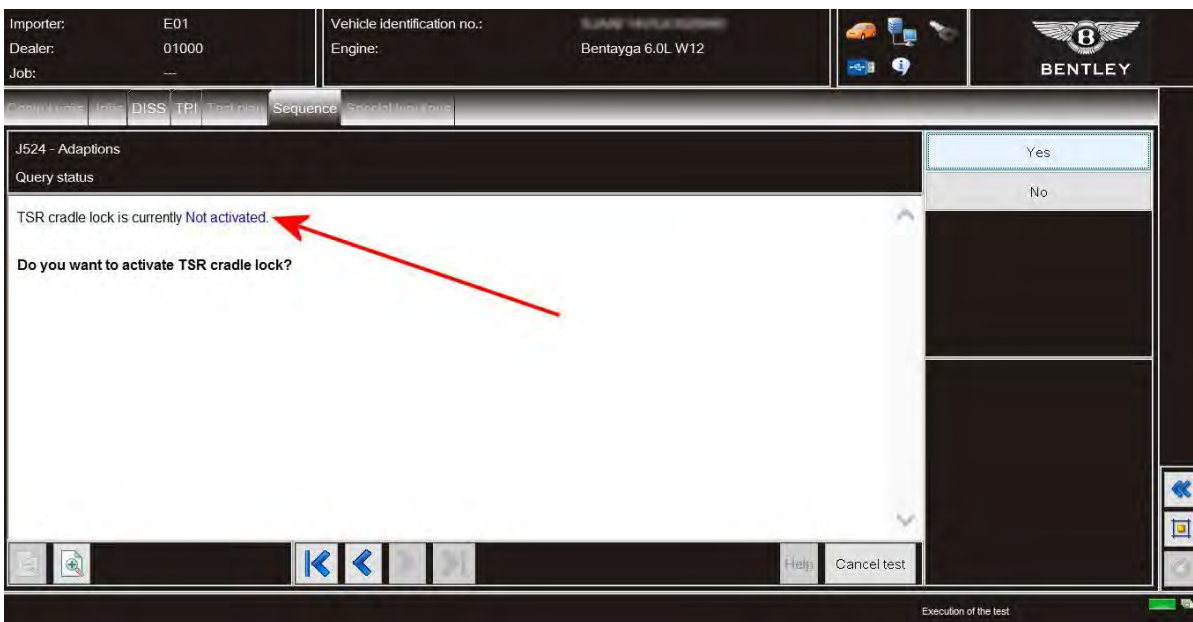


Figure 3

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In the event the TSR cradle lock status is not activated and the TSR will not eject, please raise a DISS query include within the query that this TPI was conducted previously and an issue with TSR ejection is still evident although the status shown is Not activated