

Technical product information

Topic	Bentayga Start Stop Switch
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2044785/2
Level	GH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> start/stop system -> engine start-up by start/stop system -> engine start-up when start/stop operation switch is pushed	functionality -> faulty	
engine -> start/stop system -> engine start-up by start/stop system -> engine start-up when start/stop operation switch is pushed	functionality -> without function / defect	
engine -> start/stop system -> engine start-up by start/stop system -> engine start-up when start/stop operation switch is pushed	functionality -> defective function sequence	
engine -> start/stop system -> engine start-up by start/stop system -> engine start-up when start/stop operation switch is pushed	functionality -> does not switch on	
engine -> start/stop system -> engine stop by start/stop system -> engine stop start/stop system after switch-on	functionality -> does not switch off	
engine -> start/stop system -> start/stop system deactivation -> deactivation start/stop system when start/stop operat. sw. is pushed	functionality -> faulty	
engine -> start/stop system -> start/stop system deactivation	functionality -> without function / defect	
engine -> start/stop system -> start/stop system deactivation	functionality -> defective function sequence	

New workshop code

Object of complaint	Complaint type	Position
engine -> starter, ignition system, preheater system -> ignition/starter switch	functionality -> cannot be turned on	
engine -> starter, ignition system, preheater system -> ignition/starter switch	functionality -> defective function sequence	
engine -> starter, ignition system, preheater system -> ignition/starter switch	functionality -> partially without function	
engine -> starter, ignition system, preheater system -> ignition/starter switch	functionality -> without function / defect	
engine -> starter, ignition system, preheater system -> ignition/starter switch	functionality -> cannot be turned off	

Vehicle data

Bentayga

Sales types

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

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	C	000001	013333		

Documents

Document name
master.xml

Customer statement / workshop findings

Start / Stop switch intermittent operation.



Technical background

Internal electrical contacts may not close correctly when the engine Start / Stop button is depressed, resulting in a failure to start or the message "Implausible signal" to be displayed on the Driver Instrument Panel.

Production change

Revised switch packs introduced as follows:

Standard Switch Pack – 36A.927.143.A From VIN SJAAB14V7HC013334

Off Road Switch Pack – 36A.927.143 From VIN SJAAB14V3HC013332

Measure

On receipt of a qualified customer complaint, replace the switch pack containing the Start / Stop switch, refer to **Repair Group 96 – Lights, lamps, switches inside, Anti-theft System – Switches – Centre console switches – To remove and fit.**

Warranty accounting instructions

Warranty Type	110 or 910
Labour Operation	96 77 55 99
Damage Service Number	96 77
Damage Code	00 40
Time	40TU

Parts information

Part Number	Description
36A.927.143.A	Button For Driving Profile Selection – Standard
36A.927.143	Button For Driving Profile Selection – Off Road