

Technical product information

Topic	Bentayga - Button Module For Driving Profile Selection
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2058477/3
Level	EH
Status	Released for publishing
Release date	03-Jul-2020

New customer code

Object of complaint	Complaint type	Position
engine -> operation, engine control -> engine start/stop button	component / consumables -> damaged	
engine -> operation, engine control -> drive mode switch	component / consumables -> damaged	
engine -> operation, engine control -> drive mode switch	functionality -> too stiff	
driver assist systems, convenience features -> vehicle setup -> vehicle set-up switch	component / consumables -> damaged	
running gear -> adaptive suspension, pitch and roll compensation	functionality	
engine -> starter, ignition system, preheater system -> ignition/starter switch	component / consumables -> damaged	
engine -> starter, ignition system, preheater system -> ignition/starter switch	functionality -> too stiff	

New workshop code

Object of complaint	Complaint type	Position
engine -> starter, ignition system, preheater system -> starter solenoid switch	functionality -> without function / defect	
running gear -> adaptive suspension, pitch and roll compensation -> suspension adjustment switch	functionality -> without function / defect	

Vehicle data

Bentayga series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

"Button Module For Driving Profile Selection" requires replacement.



Technical background

There is an ongoing factory investigation into failures of the "Button Module For Driving Profile Selection".

Any "Button Module For Driving Profile Selection" that is removed due to a fault is to be returned fully assembled using the Warranty parts return process.

Production change

Not applicable.

Measure

When removing the "Button Module For Driving Profile Selection" due to a fault condition, do not attempt to disassemble and rectify, once removed assemblies should be returned using the Warranty parts return process.

Note: For information with regard to the Warranty parts return system, refer to "*Bentley Hub – Aftersales – Warranty – 19-42 Parts return process*".

Parts information

Always refer to the Electronic Parts Catalogue for the latest part information – ETKA.