

Technical product information

Topic	Mulliner - Biometric Secure Stowage Box
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2052561/3
Level	EH
Status	Released for publishing
Release date	02-Jul-2020

New customer code

Object of complaint	Complaint type	Position
access control, driving authorisation, antitheft protection -> locking -> storage compartment lock cylinder	component / consumables -> damaged	

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

Correct functionality and restrictions of the *Mulliner Biometric Secure Stowage Box* need to be understood to prevent unnecessary customer complaints



Technical background

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Production change

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Measure

Instances of non- operation:

Some fingerprints may never be configurable, this could be any or all of an individual's fingerprints and is not a fault of the system

To confirm correct operation of the fingerprint reader, try configuring several other individual's fingerprints

General information:

The unit is not a safe, it can be breached using heavy-duty tools

Each unit is supplied with its own unique physical key. This is required to unlock the unit if the vehicle ignition cannot be switched on. This key is also required to save and clear fingerprints

Prerequisites for operation:

- The unit is designed to operate from -10°C to +40°C.
- The fingerprint scanner will not operate below 0°C. (Use the physical key to open the unit when the temperature is below 0°C.)
- Fingers should be clean and dry
- Fingerprint reader should be clean, dry and free from scratches and blemishes
- Fingerprint recognition only operates when the vehicle ignition is switched on

Unlocking using fingerprint recognition:

Press and hold your finger firmly onto the centre of the fingerprint reader, ensuring that the finger is flat against the surface so the print can be read accurately. If the fingerprint is recognised, the indicator light shows green, a confirmation tone sounds, and the lid opens automatically. If the fingerprint is not recognised, the indicator light shows red

If the fingerprint was not recognised move your finger slightly and vary the pressure applied on the reader

Clearing the memory:

- The key is required to clear the memory
 - After the memory has been cleared, the unit will revert back to the Set-up mode and accept any fingerprint as no fingerprints are saved
 - Fingerprints cannot be deleted individually
1. Move the keyhole cover out of the way by pressing the front ribbed edge of the keyhole cover and moving it aside
 2. Insert the key into the lock but do not turn it
 3. Press and hold your finger firmly onto the centre of the fingerprint reader until the fingerprint is recognised (as if you are unlocking the unit) and indicator light shows green
 4. While holding your finger to the fingerprint reader (step 3), rotate the key clockwise and hold. Before the memory clearing process begins, the

indicator light flashes red slowly. Removing the key or your finger during this time aborts the process. The indicator light will flash red rapidly and a repeated beep will sound as the memory is cleared. Once the memory has been cleared, the indicator light turns white and a confirmation tone sounds

5. Remove your finger from the fingerprint reader and remove the key. All fingerprints have now been deleted

6. Refit the keyhole cover

Indicator summary:

Colour	State	Audible tone	Meaning
White	Steady	None	Ready for use
Green	Steady	Confirmation	Unit unlocked
Green	Steady	Confirmation	Print saved
Amber	Flashing	Confirmation	Ready to save a print
Red	Steady	None	Print not recognised
Red	Flashing (slow)	Repeated beep	Ready to clear memory
Red	Flashing (rapid)	Continuous	Clearing memory
White	Steady	Confirmation	Memory cleared