

## Technical product information

<b>Topic</b>	Emergency Assistance (SOS) - System Unavailable
<b>Market area</b>	China 796 VW Import Comp. Ltd (Vico), Beijing (6796),United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2060444/2
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> online services -> automatic emergency call -> automatic online emergency call	functionality -> without function / defect	
information, navigation, communication, entertainment -> online services -> automatic emergency call	control units, services -> error message	

## Vehicle data

### New Continental GT / GTC

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2020	E		*	*	*
3S4*	2020	E		*	*	*

### Bentayga

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2020	E		*	*	*

### New Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*

## Documents

Document name
master.xml

## Customer statement / workshop findings

Warning on Driver Instrument Panel (DIP): *Auto SOS: fault. Function unavailable. Contact your Bentley dealer* in conjunction with the Emergency Assistance (SOS) switch in the roof console illuminating Red. The warning message on the DIP remains when the Emergency Assistance (SOS) switch has returned to Green.



Diagnostic Trouble Code (DTC) *U153E00 - Emergency call module and communication unit. Recognition in mobile communications network not possible*, stored in Address 75 – Telematics Communication Unit (TCU).

## Technical background

The warning “*Auto SOS: fault. Function unavailable. Contact your Bentley dealer*” is shown if there is an issue with the connection (signal strength) to the Emergency Assistance network, the warning will clear when the network signal strength improves.

Note: Irrespective of the warning message displayed on the DIP, the roof console SOS switch always displays the current status of the Emergency Assistance network i.e. Green lamp displayed confirms the system is available, Red lamp displayed, the system is temporarily unavailable.

## Production change

Software update from 21 Model Year.

## Measure

Note: If the vehicle is NOT displaying the warning “*Auto SOS: fault. Function unavailable. Contact your Bentley dealer*” there is no requirement to continue with this Technical Product Information document. Use the information contained within “*Customer information*” below to advise the Customer of the normal functionality of the Emergency Assistance system.

With Diagnostic Trouble Code (DTC) *U153E00* stored in Address 75 and warning “*Auto SOS: fault. Function unavailable. Contact your Bentley dealer*” displayed on the DIP, carry out the following procedure:

- Confirm “*Auto SOS: fault. Function unavailable. Contact your Bentley dealer*” warning is currently, or was previously displayed

on the DIP, in addition note the colour of the Emergency Assistance (SOS) switch in the roof console (Red or Green).



- If the DIP warning is present and the Emergency Assistance (SOS) switch is illuminated Green, the system is active and a connection is being made to the Emergency Assistance system.
- Carry out an ignition cycle (off/on), the DIP warning will then clear. If required, clear the stored DTC (U153E00) using ODIS.
- If the DIP warning is present and the SOS switch is illuminated Red, check and record the following *Measured Values - Address 75 – Telematics Communication Unit (TCU)*.
  - Connection Status:
    - *Test\_Program\_Mobile\_Network\_Code\_.*
    - *Network Type.*
    - *Reception strength of active antenna.*
  - GPS Position.
  - GPS Time.
  - Call for help button.
  - Call\_State\_.
  - eCall\_Current\_Heading\_.
  - eCall Active Cell ID\_.
  - eCall\_Position\_Confidence
- If the “*Reception strength of active antenna*” is showing 0%, carry out a short test drive (15 minutes). Confirm the DIP warning is no longer present and the SOS switch is now illuminated green.
- Read and record the *Measured Values* again - *Address 75*, with the system “active” the ‘*Reception strength of active antenna*’ should now read above 0%.
- Take a diagnostic log showing the results of the checks above.

## Warranty accounting instructions

Warranty Type	110
Damage Service Number	9170
Damage Code	0040
<u>Road Test</u>	
Labour Operation Code	01 21 00 99
Time	25TU
<u>Diagnostic Analysis</u>	
Labour Operation Code	01 51 00 00
Time	Time taken from diagnostic log.

## Customer information

The Customer should be advised that the warning may appear on the Driver Instrument Panel if the vehicle is in an area with poor network signal strength, the warning should clear following an ignition cycle if a network connection is available.

Inform the Customer that the colour of the Emergency Assistance (SOS) switch in the roof console confirms the connection status of the system. If the switch is illuminated Green, the system is active. If the switch is illuminated Red, the system is not active due to the vehicle being in an area with poor network signal strength. When the network signal strength improves, the switch will automatically display Green and Emergency Assistance will be available.

