

Technical product information

Topic	Infotainment Main unit (5F / J794) fault finding/diagnosis procedure
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2063410/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> online services	functionality	
information, navigation, communication, entertainment -> infotainment sys. control using buttons, control panel, display panel	functionality	

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		*	*	*

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2017	E		*	*	*
3Y2*	2018	E		*	*	*
3Y2*	2019	E		*	*	*
3Y2*	2020	E		*	*	*
3Y6*	2017	E		*	*	*
3Y6*	2018	E		*	*	*
3Y6*	2019	E		*	*	*
3Y6*	2020	E		*	*	*

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*

3S3*	2021	E		*	*	*
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New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Issue suspected with the Infotainment Main unit (5F / J794) - For example:

- MMI screen image flickers or goes blank
- No response to selection
- Audio cuts-out

Technical background

Refer to the Measure section regarding any Infotainment Main unit (5F / J794) fault finding/diagnosis

Production change

Not applicable

Measure

1) Check if the Customer's complaint can be re-produced, also check if the same system operation can be re-produced on a comparable model of the same model year

NOTE: If the complaint is noticeable when using an external device connected (e.g. Phone, Media player), then check the operation using both the customer's device and a known good device on both the customer's car and the comparable car

2) Run a full diagnostic sweep and record any DTC's

3) Follow the ODIS test routine for the DTC's stored if applicable.

4) Check for any existing TPI / Campaign released that may be related to the issue / DTC.

5) Carry out a full wiring check to the Infotainment unit (5F / J794).

NOTE: If a wiring issue is found, then rectify as per Elsa Pro guidelines (taking photos of any issue(s) found) - Re-check to confirm if the original issue remains.

6) Perform a full shutdown/start-up of the Infotainment System (Press and hold volume rotary switch for 3 seconds) - Re-check to confirm if the original issue remains

7) Perform a 'factory reset' of the Infotainment system. NOTE: All data held in the system (e.g. personal data) will be deleted - Re-check to confirm if the original issue remains

NOTE: Regardless if the issue has been resolved, or if the issue remains after following the above actions, the operative MUST record the findings on a new or existing DISS query, along with any supporting information (e.g. Diagnostic log, ODIS test plan results, Photos / Videos of the concern).

IMPORTANT: The Infotainment main unit should not be replaced unless the issue can be re-produced, all information must be recorded on the DISS query, and approval must have been given by Product Support.