

Field campaign

Topic	FPIN tag - Not attached to the vehicle keys (SC22/05)
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2066287/1
Campaign number	EC31
Note	
Type	
US code	

Vehicle data

Bentayga - New Continental GT/C and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2022	E		*	*	*
3S4*	2022	E		*	*	*
4V1*	2022	E		*	*	*
ZG2*	2022	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	N	C	012567	013534		
SCB	*	*	*	N	C	095650	096805		

Documents

Document name
master.xml
customerletter.pdf
sc2205vinlist.pdf

Notes

▪ Repair instructions

Technical background

The white FPIN tag not attached to the vehicle keys

- Figure 1 shows a vehicle key set (without the white FPIN tag)



Figure 1

- Figure 2 shows how the vehicle key sets should have been supplied (with the white FPIN tag attached)



Figure 2

- Referring to Figure 3 - The 10 digit FPIN vehicle code is as shown



Figure 3

- As a part of the registration process to enable the connected car services to be activated, the customer is required to input the 10 digit FPIN vehicle code from the tag into the MMI

▪ The operative should refer to the instructions within the Work section and the attached customer letter regarding the procedure which must be followed to request the specific FPIN vehicle code

Remedy

Refer to the instructions within the Work section to completion

Customer notification

The rework instructions must be conducted at the nearest opportunity

Customer notification letters should only be sent to customers in the event that the applicable vehicle has been received

All vehicles which have not been received by customers must have the required work conducted as per the Work section (during PDI)

Warranty accounting instructions

WarrantyType 710 or 790
Labour Operation Code 57 08 01 50 (Use 99 index until 14/04/22)
DamageServiceNumber EC31
Damage Code 00 66
Time 10Time units
Criteria ID 01

Genuine parts

Not applicable

Parts supply

Not applicable

Parts despatch control

Not applicable

Questions and answers

Q) *What action should be taken in the following scenario?*

The VIN not listed within EC31 (SC22/05)

However

The FPIN tag is missing

A) The retailer must order/request the FPIN tag via BPS as per the normal parts ordering process

Repair instructions

■ Notes

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Figure 1

- Figure 2 shows how the vehicle key sets should have been supplied (with the white FPIN tag attached)



Figure 2

- Referring to Figure 3 - The 10 digit FPIN vehicle code is as shown



Figure 3

- As a part of the registration process to enable the connected car services to be activated, the customer is required to input the 10 digit FPIN vehicle code from the tag into the MMI

▪ The operative should refer to the instructions within the Work section and the attached customer letter regarding the procedure which must be followed to request the specific FPIN vehicle code

Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa Pro) or a Technical DISS query has not been raised requesting the FPIN vehicle code, the operative should carry out the required work in accordance with these instructions

Genuine parts

Not applicable

Work

1) In order to receive the FPIN vehicle code the operative should raise a Technical DISS query, to allow the FPIN request to be dealt with as a priority the operative should title the DISS query exactly as follows:

Urgent FPIN vehicle code required reference EC31 (SC22/05)

- The vehicle specific code will then be supplied via the open DISS query

HINT: The DISS query should be closed once the FPIN vehicle code is received

▪

NOTE: Please DO NOT escalate DISS queries which have been submitted to request the FPIN vehicle code, as code request DISS queries will be answered as a priority without the requirement to escalate

Identification

Submit a warranty claim to ensure the specific VIN is removed from the applicability list TIP: Once the warranty claim is submitted EC31 (SC22/05) will be shown as "Closed" within Elsa pro

Bentayga

SJAA514VXNC012567	SJAA514VXNC012634	SJAAM2ZV1NC012703	SJAAD14VXNC012782	SJAAD14V4NC012891
SJAAM2ZVXNC012568	SJAAM2ZVXNC012635	SJAAM2ZV3NC012704	SJAAD14V1NC012783	SJAAD14VXNC012894
SJAA514V3NC012569	SJAAM2ZV1NC012636	SJAA514V7NC012705	SJAAD14V3NC012784	SJAAM2ZV5NC012896
SJAA514VXNC012570	SJAAD14V1NC012637	SJAAD14V5NC012706	SJAAD14V5NC012785	SJAAD14V5NC012897
SJAAD14V8NC012571	SJAAD14V3NC012638	SJAAM2ZV9NC012707	SJAAD14V7NC012786	SJAAD14V5NC012902
SJAA414VXNC012572	SJAAD14V5NC012639	SJAAD14V9NC012708	SJAA514V2NC012787	SJAAD14V7NC012903
SJAAD14V1NC012573	SJAAD14V1NC012640	SJAAM2ZV2NC012709	SJAAM2ZV4NC012789	SJAAM2ZV0NC012904
SJAAM2ZV5NC012574	SJAAD14V5NC012642	SJAAD14V7NC012710	SJAAM2ZV0NC012790	SJAAM2ZV4NC012906
SJAAD14V5NC012575	SJAAM2ZV9NC012643	SJAAR2ZV9NC012711	SJAAD14V0NC012807	SJAAD14V6NC012908
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SJAAD14V0NC012578	SJAA414V0NC012645	SJAA514V6NC012713	SJAAD14V0NC012810	SJAA514V1NC012912
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SJAAR2ZV9NC012580	SJAAD14V6NC012648	SJAAM2ZV8NC012715	SJAA414V4NC012812	SJAAM2ZV3NC012914
SJAAD14V0NC012581	SJAAM2ZV6NC012650	SJAAD14V8NC012716	SJAAD14V6NC012813	SJAA414V3NC012915
SJAA414V2NC012582	SJAAM2ZV8NC012651	SJAAD14VXNC012717	SJAAD14VXNC012815	SJAAD14V5NC012916
SJAAD14V4NC012583	SJAAD14V8NC012652	SJAAD14V1NC012718	SJAAD14V1NC012816	SJAAM2ZV9NC012917
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SJAAD14V5NC012592	SJAA414V9NC012661	SJAAM2ZV9NC012738	SJAAM2ZV8NC012827	SJAAD14V9NC012935
SJAAD14V7NC012593	SJAAM2ZV4NC012663	SJAA514V2NC012739	SJAAM2ZVXNC012828	SJAAD14V0NC012936
SJAA414V9NC012594	SJAAD14V4NC012664	SJAAM2ZV7NC012740	SJAAM2ZV1NC012829	SJAAD14V2NC012937
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SJAAD14V0NC012600	SJAAD14V3NC012669	SJAAM2ZV6NC012745	SJAAD14V9NC012837	SJAAD14VXNC012944
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SJAAD14V3NC012607	SJAA414V7NC012674	SJAA514V1NC012750	SJAA534V1NC012842	SJAAD14V9NC012952
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SJAAM2ZV2NC013021	SJAAM2ZV5NC013126	SJAAM2ZV2NC013259	SJAA514V7NC013398	SJAAD14V9NC013504
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SJAAD14V8NC013039	SJAA414V4NC013152	SJAA514V9NC013273	SJAA514V2NC013454	SJAAM2ZV2NC013519
SJAA514V8NC013040	SJAAD14V0NC013164	SJAA414V7NC013274	SJAA514V1NC013462	SJAAD14V0NC013522
SJAAM2ZV8NC013041	SJAA514VXNC013167	SJAAD14V0NC013276	SJAAM2ZV3NC013464	SJAA534V3NC013524
SJAAR2ZV9NC013048	SJAA414V6NC013170	SJAAM2ZV8NC013279	SJAAD14V3NC013465	SJAAD14V8NC013526
SJAAD14V0NC013049	SJAAM2ZV5NC013174	SJAA514V5NC013285	SJAAM2ZV7NC013466	SJAAM2ZV9NC013534
SJAAD14V9NC013051	SJAAR2ZV9NC013177	SJAAM2ZV9NC013288	SJAAM2ZV9NC013467	
SJAAM2ZV2NC013052	SJAAD14V6NC013184	SJAA514V9NC013290	SJAAM2ZV9NC013470	
SJAAM2ZV4NC013053	SJAA514V1NC013185	SJAAD14V4NC013300	SJAAD14V9NC013471	

Continental GT & Convertible

SCBCG2ZG1NC095651	SCBDX33S9NC095727	SCBCG2ZG6NC095810	SCBCZ13S6NC095887	SCBCZ13S3NC095958
SCBDT4ZG0NC095653	SCBCZ13SXNC095729	SCBDZ33S8NC095812	SCBDT4ZG7NC095889	SCBDG4ZG3NC095960
SCBDG4ZG9NC095655	SCBDW33S4NC095735	SCBCE13S7NC095814	SCBCZ13S8NC095891	SCBDX33S1NC095964
SCBCZ13S0NC095657	SCBDW33S9NC095746	SCBDG4ZG7NC095816	SCBDW33S0NC095893	SCBCZ13S8NC095972
SCBDX33S7NC095659	SCBCZ13S3NC095748	SCBCZ13S9NC095818	SCBCG2ZG7NC095895	SCBDG4ZG3NC095974
SCBDX33S9NC095663	SCBDX33S4NC095750	SCBDW33S6NC095820	SCBDW33S8NC095897	SCBCZ13S5NC095976
SCBCZ13SXNC095665	SCBCX13S8NC095752	SCBCX13S3NC095822	SCBCZ13S2NC095899	SCBDG4ZG0NC095978
SCBCZ13S7NC095669	SCBDZ33S9NC095754	SCBDT4ZG1NC095824	SCBCX13SXNC095901	SCBCT2ZG4NC095980
SCBDZ33S5NC095671	SCBDX33S9NC095758	SCBCX13S9NC095825	SCBCZ13S0NC095903	SCBCX13S7NC095984
SCBCX13SXNC095672	SCBCZ13S4NC095760	SCBDG4ZG1NC095827	SCBDW33S3NC095905	SCBCZ13S8NC095986
SCBCZ13S9NC095673	SCBCW13S7NC095762	SCBCG2ZG5NC095829	SCBCZ13S8NC095907	SCBDG4ZG5NC095989
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SCBCX13S4NC095683	SCBCZ13S6NC095775	SCBDX33S9NC095839	SCBDW33S3NC095919	SCBCX13S7NC096004
SCBDW33S4NC095685	SCBDT4ZG7NC095777	SCBCZ13S4NC095841	SCBCX13S5NC095921	SCBDG4ZGXNC096006
SCBDG4ZG4NC095689	SCBDZ33SXNC095780	SCBDW33S0NC095845	SCBDT4ZG3NC095923	SCBCT2ZG9NC096008
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SCBDT4ZG1NC095693	SCBDT4ZG4NC095784	SCBDX33SXNC095851	SCBDZ33S3NC095927	SCBDX33SXNC096014
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SCBCZ13S0NC095707	SCBDT4ZG0NC095796	SCBDW33SXNC095867	SCBDG4ZG3NC095943	SCBDG4ZG7NC096030
SCBCW13S1NC095711	SCBDW33S0NC095800	SCBCW13S3NC095869	SCBDG4ZG0NC095947	SCBDG4ZG4NC096034
SCBCT2ZG1NC095712	SCBCG2ZG7NC095802	SCBCZ13S7NC095879	SCBCX13S5NC095949	SCBCX13S9NC096036
SCBCG2ZG8NC095713	SCBDG4ZG0NC095804	SCBDT4ZG2NC095881	SCBDZ33S0NC095951	SCBCW13S0NC096039
SCBDX33SXNC095719	SCBCZ13S2NC095806	SCBCZ13S9NC095883	SCBDT4ZG3NC095954	SCBCZ13SXNC096041
SCBCX13S8NC095721	SCBDX33S9NC095808	SCBDW33S1NC095885	SCBCW13S9NC095956	SCBCX13S6NC096043

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SCBDG4ZGXNC096054	SCBDG4ZG9NC096188	SCBDG4ZGXNC096331	SCBCT2ZGXNC096468	SCBCZ13S8NC096605
SCBCW13S0NC096056	SCBCW13S4NC096190	SCBCT2ZG7NC096332	SCBDG4ZG4NC096471	SCBCX13S6NC096608
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Flying Spur

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Dear (Insert name)

**SERVICE CAMPAIGN – FPIN TAG NOT SUPPLIED WITH THE VEHICLE KEYS
AT PDI (SC22/05)**

As a part of the registration process to enable the Connected Car services to be activated on your vehicle, a 10 digit FPIN vehicle code is required. This code should have been attached to your vehicle key set on a white tag at delivery.

However, Bentley Motors Limited have made us aware that this tag was not attached to the vehicle key sets on a number of vehicles, including your own.

Therefore, please contact our service reception [retailer phone number] as soon as possible so that we can arrange to relay this code to you or alternatively, make an appointment for you to bring your car back into the workshop so that we can arrange this for you.

Please accept our apologies for any inconvenience that this may cause.

Yours sincerely

Vehicle check not possible, because vehicle:

- a) already sold
- b) scrapped
- c) stolen
- d) not registered in the UK
- e) abroad

New owner's details:

Name: _____

Street: _____

Town/postcode: _____

Country: _____

Date: _____

Signature _____