Technical product information

Topic	Incorrect display option for the 'Customizer button' within the MMI
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.	2067995/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> software update	control units, services -> error message	
information, navigation, communication, entertainment -> infotainment sys. control using buttons, control panel, display panel	functionality	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2022	E		*	*	*

Equipment combinations

PR numbers
with 2PD

Documents

Document name
master.xml

Customer statement / workshop findings

Incorrect menu item (Customizer button) displayed within the MMI.

The MMI incorrectly shows the "Customizer button" option (Figure 1)
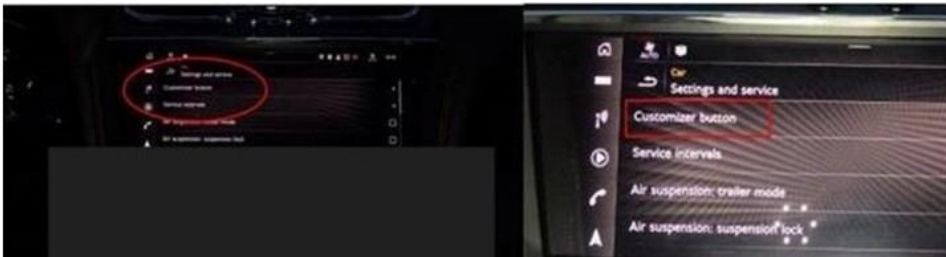

Figure 1

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Important note: Only leather- wrapped steering wheels with multi-function - 3 spoke heated Mono-tone indented hide (With PR code 2PD) as shown in Figure 2 are affected

Hint: The heated steering wheel button does not have to be pressed for the Customizer button to be made visible within the MMI as the option is evident regardless if the button is pressed or not

Figure 2

Technical background

In the event the issue is evident as described, the operative should conduct the instructions within the Measure section to update Diagnostic address 5F - control unit 1 for information electronics (J794)

Tip: Once complete the "Customizer button" option will not be evident within the MMI

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Note: The vehicle is built to specification and therefore has no functional issues

Production change

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Measure

- The closed-circuit voltage of the vehicle must be at least 12.5 volts during the update. Connect a suitable battery charger to the vehicle. For further information refer to the Repair manual

- During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc)

- Because of the highest transmission stability you MUST use the diagnosis interface VAS 6154 (WiFi diagnostic tool) ONLY in USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode
- Do Not under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of any control units

1) Select and run Guided fault finding

- Referring to Figure 3 - Within the Special functions tab select SVM - Code input (A) then select Perform test (B)
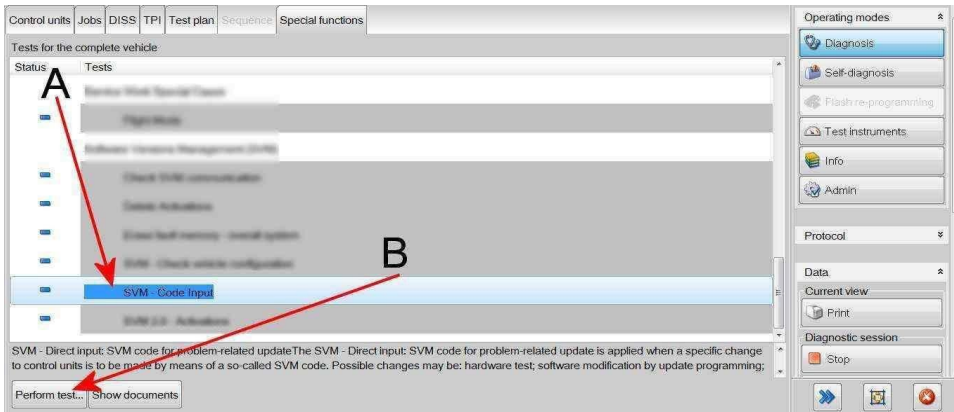

Figure 3

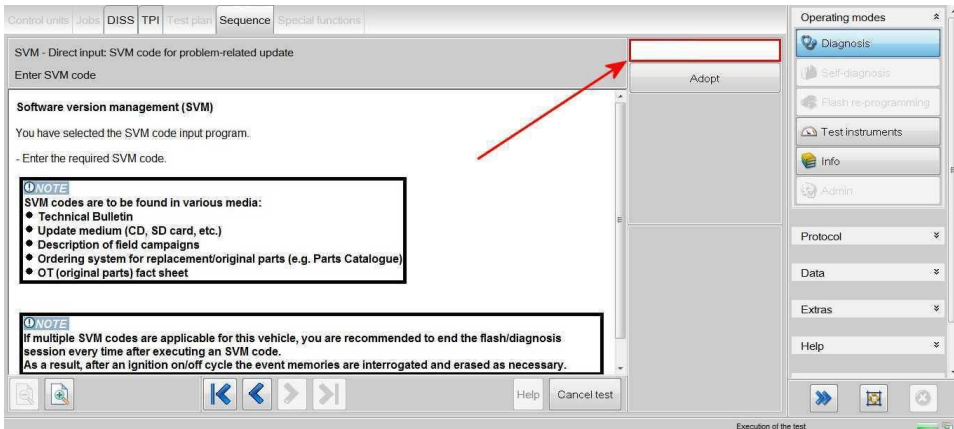2) On the next screen enter SVM code 4V0RTW01 (Figure 4)

Figure 4

3) On the following screen, confirm the SVM code is correct

- All control modules will now be interrogated
- The update will then be suggested

NOTE: A progress bar will be displayed

4) Carry out all on screen prompts until the update to Diagnostic address 5F - control unit 1 for information electronics (J794) is complete

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To wake up the system after the update is completed a bus silence is required, carry out the following steps in the order stated below:

- Switch off the ignition
- Remove the diagnostic interface from the OBD port
- Switch off and remove the battery charger from the vehicle
- Close the bonnet, boot and all doors
- Lock the vehicle
- Wait 5 minutes to allow the vehicle to go into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition

5) Clear the vehicle of any DTC's generated as a result of performing the previous steps

Warranty accounting instructions

Time to conduct the software update

Warranty Type	110 or 910
Damage Service Number	91 96
Damage Code	02 02

Labour

Labour Operation Code	01 51 00 00
Time	Must not exceed 50 TU (as per ODIS log)