Technical product information

Торіс	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

Туре	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

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





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

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

Production change

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)

ontrol units	Jobs DISS TPI Test plan Sequênce Special functions	Operating modes	
ests for the	complete vehicle	Diagnosis	
	Tests	* Self-diagnosis	
4	Benits Weil Speciel Cause	Rlash re-program	anila
- \	Ngcittala .	Test instrument	5
	Adhees' (interve Heragement 3048)	lnfo	_
	their the onversator	Admin	
-	B	Protocol	
-	The Churk water torigonater	Data	
-	SVM - Code Input	E Current view	-
	DAV13 Advances	Diagnostic session	
/M - Direct control un	t input: SVM code for mobilem-related updateThe SVM - Direct input: SVM code for problem-related update is applied when a specific change itis is to be made by means of a so-called SVM code. Possible changes may be: hardware test; software modification by update programming;	* Stop	
erform tes	t Show documents	» 🔯	6

Figure 3

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

Control units Jobs DISS TPI Test plan Sequence Special functions	Operating mode	s *
SVM - Direct input: SVM code for problem-related update	😵 Diagnosis	
Enter SVM code	Adopt Self-diagnos	sis
Software version management (SVM)	Flash re-pro	gramming
You have selected the SVM code input program.	Test instrum	ients
- Enter the required SVM code.	info	
WNOTE	🧐 Admin	
SVM codes are to be found in various media:		
Opdate medium (cb., cb. card, etc.) Description of field campaigns Opdating sustain for palacemptificial parts (a.g. Parts Catalogue)	Protocol	*
• OT (original parts) fact sheet	Data	×
	Extras	¥
ONOTE If multiple SVM codes are applicable for this vehicle, you are recommended to end the flash/diagnosis	Hole	×
session every time after executing an SVM code. As a result, after an ignition on/off cycle the event memories are interrogated and erased as necessary.	Heip	
Image: Cancel test	» 🕅	0
	Execution of the test	

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
- Lockthevehicle
- · 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			
WarrantyType	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)		