

Technical product information

Topic	During PDI - Unable to complete the set-up of Connected Services
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2061566/4
Level	EH
Status	Released for publishing
Release date	02-Nov-2022

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> online services	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		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
ZV1*	2023	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		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	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		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

ZG2*	2023	E		*	*	*
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Documents

Document name
master.xml

Customer statement / workshop findings

VERY IMPORTANT: This TPI is only applicable to vehicles which have the following issues found during the Pre Delivery Inspection (PDI)

Unable to complete set-up of Connected Services at

PDI And/or

The SOS LED in roof console is either lit red or flashing red and/or the test call is unable to complete.

Technical background

Refer to the Measure section of this TPI

Production change

Not applicable.

Measure

A DISS query MUST be raised to gain permission prior to starting the onward instructions

1) Ensure flight mode is de-activated in address 75.

2) With the vehicle outside of the workshop check the following Measured values in address 75

Measured values

Connection Status:

- Test_Program_Mobile_Network_Code
- Network Type
- Reception strength of active antenna.
- GPSPosition-GPSTime
- Call for help button - Call_State
- eCall_Current_Heading_. eCall Active Cell ID_. eCall_Position_Confidence

NOTE: If the "Reception strength of active antenna" is showing 0%, carry out a short test drive (15 minutes) and 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%.

3) Carry out a full shut down of the vehicle (30 minutes)

4) Start the engine and re-check the system

5) Drive the vehicle for 15 minutes

6) Re-check to confirm the system is operating to specification

IMPORTANT NOTE: If the issue remains please raise a DISS query with the following supporting information:

- *Description of original concern (including SOS LED status and colour, Test call completion status)*
- *Within the DISS query the operative MUST include the exact date and time that the test call/s were made - For example: 09:03Hrs (USA - Eastern Time/ET) on 12/12/2020*
- *Status prior and after carrying out tests in the Measure section*
- *Diagnostic log and measured values attached*
- *Photos/Videos attached*

Warranty accounting instructions

Diagnostic work

Warranty Type 910
Damage Service Number 91 70
Damage Code 00 40

Labour

Labour Operation Code 01 50 00 00
Time As per ODIS log (Must not exceed 20 Time units)

Road test

Labour Operation Code 01 21 00 00
Time 50 Time units