

Technical product information

Topic	Emergency call function test at PDI
Market area	United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2056105/4
Level	EH
Status	Released for publishing
Release date	02-Nov-2022

New customer code

Object of complaint	Complaint type	Position
vehicle service -> service, maintenance	functionality	
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions	functionality	
driver assist systems, convenience features -> emergency assist	functionality	

Vehicle data

New Continental GT/C and New Flying Spur

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		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Emergency call function test required at PDI

Technical background

The instruction to test the Emergency call function at PDI will be integrated within the PDI procedure

All Emergency call function operating instructions can be found within the Owners handbook (Making an Emergency call)

Production change

Not applicable

Measure

▪
Prior to starting the instructions within this section, the operative must ensure the following modes are de-activated

- Loading mode
- Transport mode
- Flight mode – Deactivation must be done through control unit - Emergency call module and communication unit - J949 Flight mode deactivation (address 75) and (J533) Gateway (address 19)

1) Change the Infotainment language to the desired language of the customer *NOTE: Should the Infotainment system not be set to the desired language of the customer this MUST be changed before commencing any further*

2) Carry out an Emergency call function test to check/confirm if the call is successful/answered, the operative must also check/confirm the Infotainment system is displaying the information as shown in Figure 1

NOTE: The coordinates within Figure 1 are shown as an example only



Figure 1

3) If the call is successful/answered but the Infotainment display is blank as (Figure 2) Re-test the Emergency call function a second time



Figure 2

Should the emergency call system be operational after the first or second attempt (*call successful/answered*) and the Infotainment system is displaying as shown in Figure 1 - No further action is required

IMPORTANT NOTE: If the Infotainment display remains blank after the second test

Or

If the call is unanswered, raise a DISS query and await feedback from Product support before carrying out any further work