

Technical product information

Topic	Ignition cannot be switched on intermittently
Market area	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.	2070637/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
access control, driving authorisation, antitheft protection -> vehicle access, immobiliser -> operate ignition lock	functionality -> without function / defect	
electrical power, electric system, data transfer -> power supply	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*	2022	E		*	*	*
3S4*	2022	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

-

Ignition cannot be switched on intermittently

Customer statement / workshop findings

Customer statement

- Ignition cannot be switched on/activated intermittently
- During failure, the ignition function returns after 15 minutes, the vehicle then operates to specification

Workshop findings

- No DTC's are stored
- DIP remains blank
- The failure occurs despite the key LED flashes in response to the start button being pressed
- The steering column can be in a locked or unlocked state
- Emergency call module control unit and communication unit - J949 (75) part number suffix is G level, this can be determined using ODIS

Technical background

In the event the symptoms are as described, please refer to the Measure section of this TPI

Production change

-

Measure

Should the symptoms within the Customer statement/Workshop finding section be evident, the operative must raise a Technical DISS query including the following:

- Confirm a DISS query has been raised as per the instructions within TPI 2070637/-

Attach a full diagnostic log containing MVB "Historical data unsuccessful switch-on attempt term 15" from the Convenience system central control unit - J393

Hint: The Convenience system central control unit - J393 - MWB historical data - Reason for unsuccessful ignition can either be 1 or 0

NOTICE

NOTICE TO PRODUCT SUPPORT:

Product support should 2nd level the DISS query to keyword 12 and await feedback from the applicable Senior Engineer before responding back to the retailer