

Technical product information

Topic	Telephone Functionality Complaint - Minimum Standards Required For Analysis Of Concerns
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2061195/3
Level	EH
Status	Released for publishing
Release date	29-Sep-2023

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications -> customer portal application	functionality -> without function / defect	

Vehicle data

All models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
***	2004	E		*	*	*
***	2005	E		*	*	*
***	2006	E		*	*	*
***	2007	E		*	*	*
***	2008	E		*	*	*
***	2009	E		*	*	*
***	2010	E		*	*	*
***	2011	E		*	*	*
***	2012	E		*	*	*
***	2013	E		*	*	*
***	2014	E		*	*	*
***	2015	E		*	*	*
***	2016	E		*	*	*
***	2017	E		*	*	*
***	2018	E		*	*	*
***	2019	E		*	*	*
***	2020	E		*	*	*
***	2021	E		*	*	*
***	2022	E		*	*	*
***	2023	E		*	*	*
***	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The feedback method within this TPI is required should a complaint of telephone functionality and/or quality be reported.

Technical background

The minimum standards check list document within the Measure section is required to capture an accurate description of customer telephone issues.



DO NOT SUBMIT A DISS QUERY WITHOUT ALL OF THE REQUESTED CHECK LIST INFORMATION ATTACHED WITHIN THE QUERY

Production change

Not applicable

Measure

The check list below Must be completed and attached to the relevant DISS query, this will allow a full understanding of the customer complaint and the circumstances in which the complaint becomes apparent.

Minimum Information Standards	Comments
Telephone make and model	
Telephone Software Level At The Time Of The Complaint	
Date When The Telephone Software Was Last Updated	--/------
Telephone Network	
<u>New Continental Series – New Flying Spur – Bentayga and Mulsanne</u> Read the 5F Control Module data and supply the Hardware and Software Part Numbers	HW SW
<u>Previous Continental and Flying Spur Series</u> Telephone Control Module - 0077, Hardware And Software Part Numbers	HW SW
Clear / Concise Description Of The Customer Complaint	
Is A Sound File Available? Please Attach To DISS Query	Yes or No
Is The Concern Related To A Geographical Location?	Yes or No If Yes please provide details of the exact location in which the issue is evident
Please Provide a Supporting Screenshot From The Bentley Corporate Website - Showing The Customers Telephone Compatibility - see example below	

SELECT DEVICE

Model Selected: **New Continental GT (2019+) 2020MY**

PRINT DETAILS

BRAND: All
MODEL: iPhone XS Max (AT&T)
SOFTWARE: 13.6.1 (17G80)



- Hands-Free Call ✓
- Phonebook Use ✓
- Auto-Connection ✓
- Conference Call ✓
- Music Playback ✓

Data & Hotspot Not supported via vehicle. (iFP Profile)

MORE INFO >