

Technical product information

Topic	Infotainment Main unit (5F / J794) fault finding/diagnosis procedure
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.	2063410/5
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> online services	functionality	
information, navigation, communication, entertainment -> infotainment sys. control using buttons, control panel, display panel	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		*	*	*
4V1*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	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		*	*	*
3S4*	2024	E		*	*	*

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2017	E		*	*	*
3Y2*	2018	E		*	*	*
3Y2*	2019	E		*	*	*
3Y2*	2020	E		*	*	*
3Y6*	2017	E		*	*	*

3Y6*	2018	E		*	*	*
3Y6*	2019	E		*	*	*
3Y6*	2020	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		*	*	*
3S3*	2024	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		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Issue suspected with the Infotainment Main unit (5F / J794) - For example:

- MMI screen image flickers or goes blank
- No response to selection
- Audio cuts-out

Technical background

The operative should continue as follows:

- Complete the questionnaire within the Measure section of this TPI (Part 1) once completed the questionnaire should be attached to an existing or already open DISS query
- Once the questionnaire is complete, the operative should refer to (Part 2) within the Measure section regarding fault finding/diagnosis of the Infotainment Main unit (5F / J794)

Production change

Not applicable

Measure



NOTE: Please ensure the completed questionnaire and any additional videos / photographs supporting the fault descriptions are attached/included within the DISS query (before submitting)

Part 1 - Questionnaire

MMI Screen malfunction description

Goes Blank	Fully or partially
Goes blurry	Fully or partially
Goes blue	Fully or partially
Goes White	Fully or partially
Unresponsive	Yes or No
Sound without image	Yes or No
Image without sound	Yes or No

Comments

Frequency of the failure

Every operation	Yes or No
Most operations	Yes or No
Occasionally	Yes or No
Happened once	Yes or No
In Specific conditions	Yes or No

Comments

Inputs or actions when failure occurs

- At ignition cycle Yes or No
- In normal driving Yes or No
- When engaging reverse Yes or No
- During Top view engagement Yes or No
- When selecting Media options Yes or No
- When selecting Navigation options Yes or No
- Other

Comments

Location of incident or when first observed

- At customer home Yes or No
- Travelling on regular route Yes or No
- Travelling on highway Yes or No
- Travelling in the City Yes or No
- Stationary at Traffic light Yes or No
- Other

Comments

Reset Attempts

- Operation resumed after short time Yes or No
- Operation resumed after vehicle left overnight Yes or No
- Operation resumed after ignition turned on/off Yes or No
- Other

Comments

If vehicle has been brought to the retailer for investigation, Technician should complete the following:

How was the car delivered to the workshop?

Towed Yes or No

Driven Yes or No

Comments

Has initial investigation been carried and can you confirm the following?

Customer concern can be replicated Yes or No

Fault identified with DTC on ODIS log Yes or No

Any rectification carried out using available existing TPI Yes or No

Comments

Has the vehicle been presented for the same problem before?

Is this a repeat concern? Yes or No

If repeat, was there a repair carried out previously? Yes or No

Was the repair effective and fixed the problem then? Yes or No

Comments



NOTE: Please ensure the completed questionnaire and any additional videos / photographs supporting the fault descriptions are attached/included within the DISS query (before submitting)

Part 2 - Fault finding/diagnosis of the Infotainment Main unit (5F / J794)

1) Check if the Customer's complaint can be re-produced, also check if the same system operation can be re-produced on a comparable model of the same model year

NOTE: If the complaint is noticeable when using an external device connected (e.g. Phone, Media player), then check the operation using both the customer's device and a known good device on both the customers car and the comparable car

2) Run a full diagnostic sweep and record any DTC's

3) Follow the ODIS test routine for the DTC's stored if applicable.

4) Check for any existing TPI / Campaign released that may be related to the issue / DTC.

5) Carry out a full wiring check to the Infotainment unit (5F / J794).

NOTE: If a wiring issue is found, then rectify as per Elsa Pro guidelines (taking photos of any issue(s) found) - Re-check to confirm if the original issue remains.

6) Perform a full shutdown/start-up of the Infotainment System (Press and hold volume rotary switch for 3 seconds) - Re-check to confirm if the

original issue remains

7) Perform a 'factory reset' of the Infotainment system. NOTE: All data held in the system (e.g. personal data) will be deleted - Re-check to confirm if the original issue remains

NOTE: Regardless if the issue has been resolved, or if the issue remains after following the above actions, the operative MUST record the findings on a new or existing DISS query, along with any supporting information (e.g. Diagnostic log, ODIS test plan results, Photos / Videos of the concern).



IMPORTANT: The Infotainment main unit should not be replaced unless the issue can be re-produced, all information must be recorded on the DISS query, and approval must have been given by Product Support.