

Technical product information

Topic	Telephone Functionality Complaint - Minimum Standards Required For Analysis Of Concerns
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2042104/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Mobile telephone functions, customer portal, applications	functionality	

New workshop code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Telephony -> Telephone handset	functionality -> without function / defect	

Vehicle data

Bentley Mulsanne, Flying Spur and Continental range

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39*	2012	E		*	*	*
39*	2013	E		*	*	*
39*	2014	E		*	*	*
39*	2015	E		*	*	*
3W*	2004	E		*	*	*
3W*	2005	E		*	*	*
3W*	2006	E		*	*	*
3W*	2007	E		*	*	*
3W*	2008	E		*	*	*
3W*	2009	E		*	*	*
3W*	2010	E		*	*	*
3W*	2011	E		*	*	*
3W*	2012	E		*	*	*
3W*	2013	E		*	*	*
3Y*	2011	E		*	*	*
3Y*	2012	E		*	*	*
3Y*	2013	E		*	*	*
3Y*	2014	E		*	*	*
3Y*	2015	E		*	*	*
4W*	2014	E		*	*	*
4W*	2015	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	*	000001	999999		

Documents

Document name
master.xml
template_telephone.pdf

Customer statement / workshop findings

An improved feedback method is required should a complaint of telephone functionality/quality be reported.

Technical background

A minimum standards document is required to capture an accurate description of customer telephone issues.

Production change

NA

Measure

The attached document should 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 Required When Raising A DISS Query - In Relation to Customer Telephone Concerns



Telephone Make And Model	<i>Make</i>	<i>Model</i>

Telephone Software Level At The Time Of The Complaint	
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Date When The Telephone Software Was Last Updated	<i>DD/MTH/YR</i>

Telephone Network	
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Telephone Control Module, Hardware And Software Part Numbers - Attach A Current Vehicle Diagnostic Log	<i>HW</i>	<i>SW</i>

Clear / Concise Description Of The Customer Complaint	
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Is A Sound File Available? Please Attach To DISS Query	Yes	No

Is The Concern Related To A Geographical Location?	Yes	No	<i>Location:-</i>

Please Provide a Supporting Screenshot From The Bentley Corporate Website - Showing The Customers Telephone Compatibility - see example below

Model Selected: **Continental GT (2011+) 2015MY**
Vehicle Software: **0982**

BRAND: All | MODEL: One Touch Idol S 6034 | SOFTWARE: 4.2.2(JDQ39)

Alcatel One Touch Evolve | Alcatel One Touch Fierce | **Alcatel One Touch Idol S 6034** | Alcatel One Touch Idol Ultra 6033X | Alcatel One Touch Pop Astro 5 042T (T-Mobile)

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