

Technical product information

Topic	Radio Navigation System (RNS) – spurious Diagnostic Trouble Code (DTC) - 00862
Market area	Australia E04 Bentley rest Asia and Australia (6E04), Germany E02 Bentley rest Europe (6E02), Russian Federation 935 Volkswagen Group RUS (6935), 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.	2029735/4
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> software update	control units, services -> error message	

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> navigation system, tachograph -> navigation software database	control units, services -> error message	

Vehicle data

Continental family 12 MY onwards and Flying Spur

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		*	*	*
39**	2016	E		*	*	*
39**	2017	E		*	*	*
3W**	2012	E		*	*	*
3W**	2013	E		*	*	*
3W**	2014	E		*	*	*
3W**	2015	E		*	*	*
3W**	2016	E		*	*	*
4W21*	2012	E		*	*	*
4W21*	2013	E		*	*	*
4W21*	2014	E		*	*	*
4W21*	2015	E		*	*	*
4W21*	2016	E		*	*	*
4W21*	2017	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	ZZZ	*	*	*	C	067356	999999		

Documents

Document name
master.xml
master.doc

Customer statement / workshop findings

Customer will not be aware of this code / workshop may discover this code whilst running a Diagnostic Trouble Code (DTC) log as part of other investigations on the car

Technical background

A spurious Diagnostic Trouble Code (DTC) can be stored in the Radio Navigation System (RNS). The code is stored without being accompanied by any functional failure in the system.

Production change

Root cause under investigation

Measure

Whilst running a Diagnostic Trouble Code (DTC) log, the following DTC may be seen

Address 37 Navigation System or Address 56 Radio system

00862 007

Aerial for navigation (GPS)-R50/R52

007 - Short circuit to ground

01 - Sporadic

If this DTC is seen (and it is sporadic) and it is not accompanied by any functional failure of the Navigation system, then it should be ignored and cleared using VAS service diagnostic tool