Technical product information

Topic	Bentayga_HVAC Control Panel Lock Up
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2049177/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
air conditioning -> heating, cooling -> manual A/C mode	functionality -> not adjustable / controllable	
air conditioning -> heating, cooling -> manual A/C mode	functionality -> without function / defect	
air conditioning -> heating, cooling -> automatic A/C mode	functionality -> cannot be deactivated	
air conditioning -> heating, cooling -> climate zone control	functionality -> defective function sequence	
air conditioning -> heating, cooling -> display A/C status of control panel	functionality -> without function / defect	
air conditioning -> heating, cooling -> display A/C status of control panel	functionality -> faulty display	
air conditioning -> operation, air conditioning control -> operating and display unit for air conditioning system	functionality -> without function / defect	

New workshop code

Object of complaint	Complaint type	Position
air conditioning -> operation, air conditioning control -> operating and display unit for air conditioning system	functionality -> without function / defect	front

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*

Chassis numbers

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

Documents

Document name
master.xml
master.doc

Customer statement / workshop findings

Climate control panel - controls intermittently do not function.

Technical background

The controls on the front climate control panel may intermittently fail to function.

Carry out the instructions within the "Measure" section of this Technical Product Information sheet (TPI), this will enable Bentley Motors to gather information relating to front climate control panel failures.

Please also refer to TPI – 2049178.

Production change

Not applicable at present.

Measure

With a complaint of front climate control panel controls intermittently inoperative, raise a DISS query and include the following:

- A clear Customer statement of the concern.
- Attach a clear video of the concern.
- Attach a clean diagnostic log with no faults recorded, unless specific errors will not erase.
- Engine temperature at the time of failure e.g. "cold" or "normal running temperature".
- Outside air temperature at the time of failure.
- Customer usage at the time of failure e.g. "vehicle was in a cool garage and was driven into strong sunlight and high ambient temperature"
- If applicable, the sequence of buttons pressed to initiate the concern.