

Technical product information

Topic	Bluetooth headphones not working
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2055070/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment headphones	component / consumables -> damaged	left
information, navigation, communication, entertainment -> audio, video, television -> rear-seat entertainment headphones	component / consumables -> damaged	right

Vehicle data

Bentayga and Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*
3Y2*	2014	E		*	*	*
3Y2*	2015	E		*	*	*
3Y2*	2016	E		*	*	*
3Y2*	2017	E		*	*	*
3Y2*	2018	E		*	*	*
3Y2*	2019	E		*	*	*
3Y2*	2020	E		*	*	*
3Y6*	2017	E		*	*	*
3Y6*	2018	E		*	*	*
3Y6*	2019	E		*	*	*
3Y6*	2020	E		*	*	*
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Bluetooth headphones not working and/or not pairing

Technical background

Refer to Measure section

Production change

Not applicable

Measure

1) Check the fitment of the headphone batteries as per Maintenance manual - RSE Headphones - Batteries - To fit - Ensure the batteries are fitted correctly - Check and confirm the plastic protective film has also been removed

- Conduct the Headphone pairing process as per Maintenance manual - RSE Headphones - To pair
- Retest the operation of the headphones

2) Should the batteries be fitted correctly but the headphones are not working – Replace with fully charged batteries (*ensure correct specification batteries are used*)

- Conduct the Headphone pairing process as per Maintenance manual - RSE Headphones - To pair
- Retest the operation of the headphones

Warranty accounting instructions

Should no fault be found on any returned headphones, warranty payment will not be considered