

Technical product information

Topic	New Continental GT / GTC - Telephone interference
Market area	China 796 VW Import Comp. Ltd (Vico), Beijing (6796),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2056950/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> telephone mode -> Bluetooth connection	control units, services -> communications error	
information, navigation, communication, entertainment -> telephone mode	functionality	
information, navigation, communication, entertainment -> telephone mode -> Bluetooth connection -> Bluetooth connection to handset	control units, services -> communications error	

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> telephone mode -> GSM reception -> mobile phone GSM reception via Bluetooth	control units, services -> communication interrupted	

Vehicle data

New Continental GT/GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2020	E		*	*	*
3S4*	2020	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

When using a mobile telephone via a Bluetooth connection the audio quality is poor due to interference

Technical background

Customer complaint of poor audio quality due to interference when using a mobile telephone via a Bluetooth connection, the original right hand side (Passenger) microphone should be replaced for an omni-directional microphone, a software update to 5F - Infotainment control unit 1 must also be conducted after the replacement microphone is fitted

Production change

Not Applicable

Measure

Microphone replacement

- 1) Remove the Front roof console – Refer to Repair manual - Rep.Gr70
- 2) Disconnect the right hand side microphone electrical connection (Figure 1)



Figure 1

- Removal of the microphone from the roof console is carried out by pushing down on the body of the microphone in the direction shown (Figure 2)

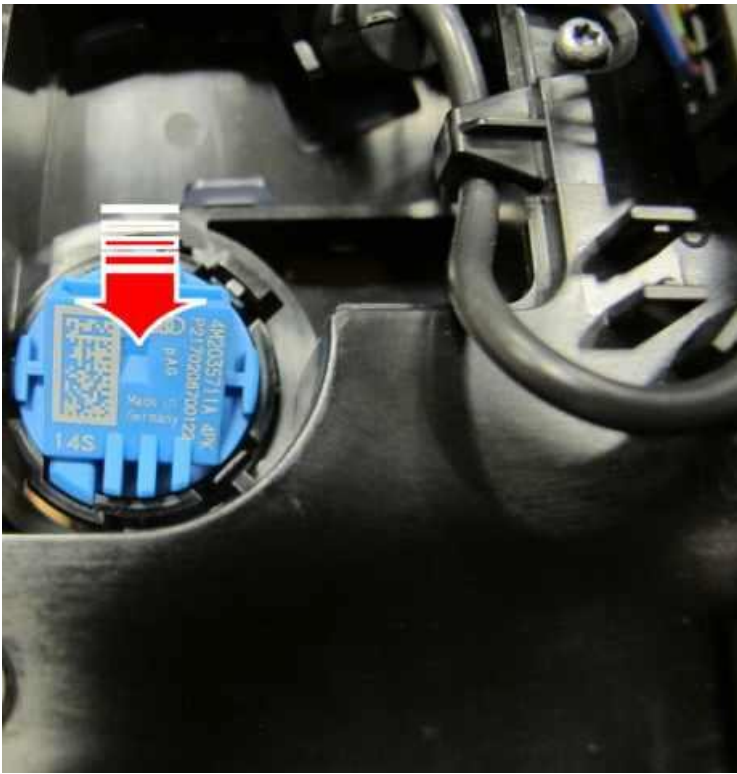


Figure 2

3) Referring to Figure 3 - Fit the replacement microphone (Part number 4M2035711B4PK)

- Re-connect the electrical connection

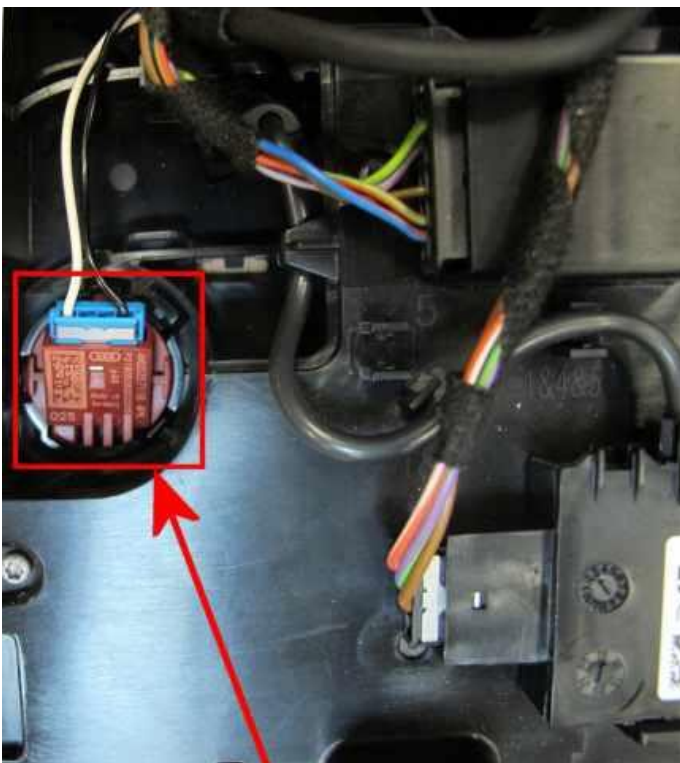


Figure 3

4) Refit the front roof console – Refer to Repair manual - Rep.Gr70

Software update

General information before the software update is conducted:

- *The closed-circuit voltage of the vehicle must be at least 12.5 V during the update. Connect a suitable battery charger to the vehicle. For further information refer to the Repair manual.*
- *During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc).*
- *Because of the highest transmission stability we recommend the use of the diagnosis interface VAS 6154 (WiFi diagnostic tool) only in the USB operation or the cable-connected VAS5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode.*

5) Select and run Guided fault finding - Within the Special functions tab select SVM – Code Input then select Perform test (Figure 4)

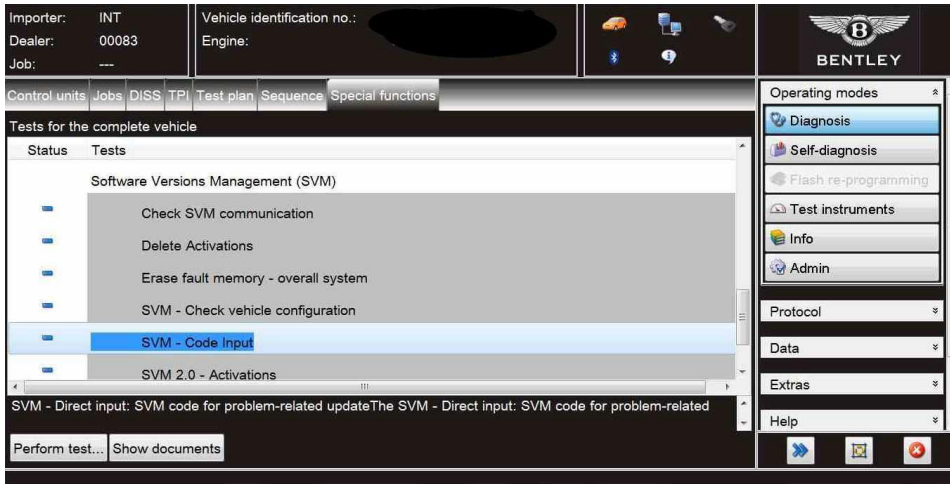


Figure 4

6) On the next screen enter the SVM code 3705FNX01 and select Adopt (Figure 5)

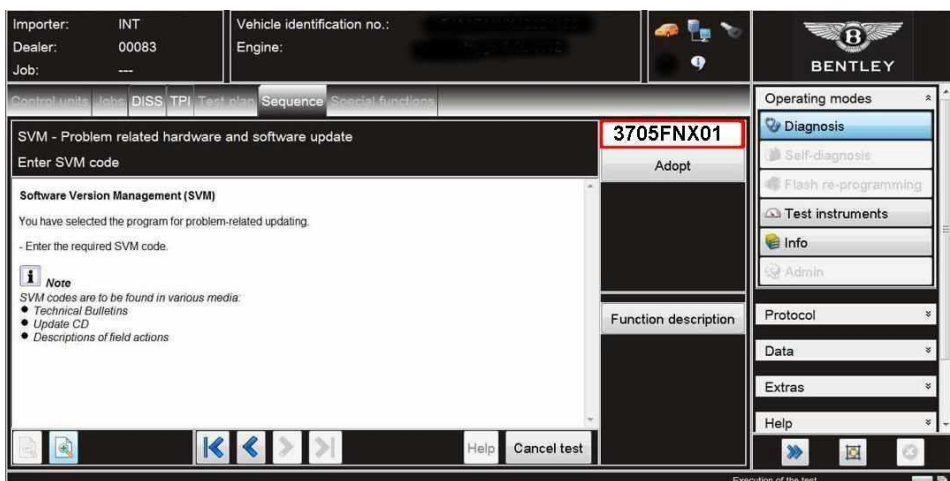


Figure 5

7) On the following screen, confirm the SVM code is correct and select Yes.

8) All control modules will now be interrogated.

9) Software update for the 5F - Infotainment control unit 1 will then be suggested, select Yes.

10) The software of the 5F - Infotainment control unit 1 will then be updated, a progress bar will be displayed.

11) Once the software update is complete, a confirmation screen will be evident to clarify the update has been successful (Figure 6)

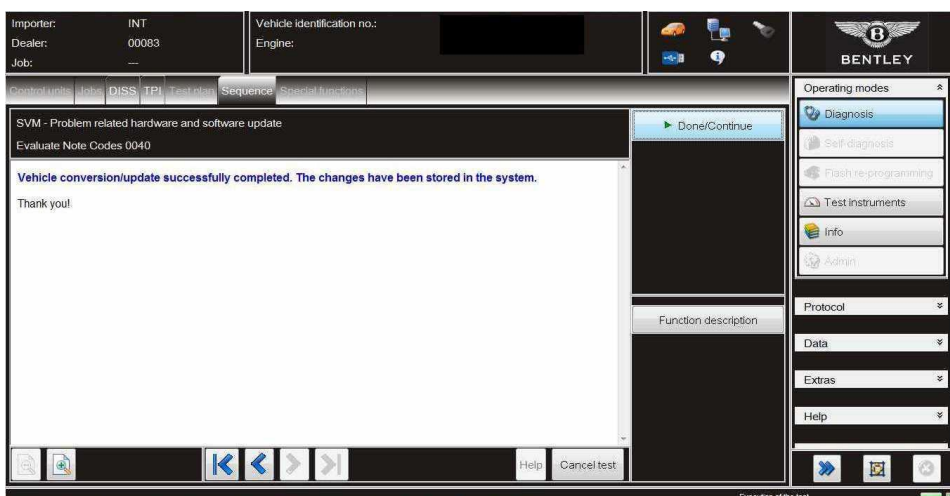


Figure 6

NOTE: After the update is conducted, gear selection may not be possible. To wake up the system a bus silence is required, carry out the following steps in the order stated below:

- Switch off the ignition
- Remove the diagnostic interface from the OBD port

- Switch off and remove the battery charger from the vehicle
- Close the bonnet and all doors then lock the vehicle
- Wait 10 minutes so that the vehicle goes into bus silence
- When 10 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition
- Confirm that gear selection is now possible

12) Clear all DTC's and conduct any applicable tests

Warranty accounting instructions

Warranty claim type 110 or 910

Damage number 91 57

Damage type 00 40

LOT codes and times

Microphone to replace 91 57 19 50 - 10 Time units

Interior light to remove and refit 96 20 19 00 - 20 Time units

Software update 01 29 00 01 - 10 Time units

Parts information

Part number	Description	Quantity
4M2035711B4PK	Microphone	1