

## Technical product information

<b>Topic</b>	Garage door opener remote with a frequency of 315MHz will not program to vehicle HomeLink
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2057999/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	03-Jul-2020

### New customer code

Object of complaint	Complaint type	Position
driver assist systems, convenience features -> open/close garage door -> garage door opener programming	functionality -> cannot be saved	
driver assist systems, convenience features -> open/close garage door -> garage door opener programming	functionality -> defective function sequence	
driver assist systems, convenience features -> open/close garage door -> garage door opener programming	functionality -> cannot be activated	
driver assist systems, convenience features -> open/close garage door	functionality	

## Vehicle data

### Bentayga series - New Continental GT/GTC and New Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S*	2018	E		*	*	*
3S*	2019	E		*	*	*
3S*	2020	E		*	*	*
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
ZG2*	2020	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>

## Customer statement / workshop findings

Customer states:

- Unable to program their garage door opener to the vehicle.
- Message displayed in MMI: "An error occurred during programming. Would you like to try again?"

Workshop findings:

- Customer supplied remote control will not program to customer vehicle, but may program to other vehicles.
- Other garage door opener remotes may pair to the customer vehicle.

This TPI is only valid for cars with "lane change assist" fitted

## Technical background

Under certain circumstances the radio signal of the customer's remote control may not be adapted to the vehicle.

## Production change

A solution is being prepared.

## Measure

1. Check the operating frequency of the customers remote control:
  - Locate the FCC ID number of the customers remote control (Figure 1, A).
  - Search this ID at <https://fccid.io/> (Figure 1, B).
  - Locate the Frequency Range of the remote control (Figure 1, C).



Figure 1. Checking the operating frequency.

2. If the operating frequency of the customers remote control is 315MHz (+/- 10MHz), continue with this document. If not, perform diagnosis outside of this document.
3. Adapt the customer's remote control to the vehicle with the side assist modules disabled:
  - Remove the fuse for the lane change assistance control module, J769 and lane change assistance control module 2, J770 – Refer to the applicable wiring diagram
  - Turn on the ignition
  - Make sure that an error notification for the side assist is displayed on the instrument cluster, if not, double check lane change assistance control module, J769 and lane change assistance control module 2, J770 fuse location in the wire diagram.
  - Perform programming of the customer's garage door remote, to the vehicle. Programming can occur from the MMI or the hard buttons, located in the overhead console.

Follow prompts on the MMI display:

MMI: MENU button >> Vehicle >> Left Drawer >> Vehicle Settings >> Garage door opener >> Program garage door opener.


Or

Buttons: Press and hold the button in the overhead console which should be programmed.

4. Complete repair:

- Turn off the vehicle ignition
- Reinstall the fuse removed in step 3.
- Turn on vehicle ignition, KL15.
- Delete all DTC's which were evident when the fuse was removed.

If an error notification for the side assist is still displayed in the instrument cluster, this must be addressed outside of this document

 Tip: The results of the last 3 programming attempts can be checked. From the Vehicle Electrical System Control Module, J519 read out measured values:

- "Garage door opener, last programming"
- Garage door opener, second-to-last progr."
- Garage door opener, third-to-last progr."

### Warranty accounting instructions

All warranty claims submitted for payment must be in accordance with the *Bentley Motors Warranty Policy*. Claims are subject to review by Bentley warranty