

Technical product information

Topic	Bentayga Hybrid - PDC Multi switch not illuminated
Market area	China 796 VW Import Comp. Ltd (Vico), Beijing (6796),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2063348/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
lighting system, signalling -> interior illumination	functionality	
lighting system, signalling -> convenience lighting control operation	functionality	
electrical power, electric system, data transfer -> power supply	functionality	

Vehicle data

Bentayag Hybrid

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14F9	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The PDC Multi-Switch (white backlight) illumination is not available (Figure 1)

When the switches are depressed to be 'Active' the illumination works as per specification

NOTE: The hazard switch backlight illumination is NOT affected

The function illuminates the switches in their 'Passive' state so the switch can be seen in dark light

IMPORTANT NOTE: Figure 1 shows the white backlight not illuminated

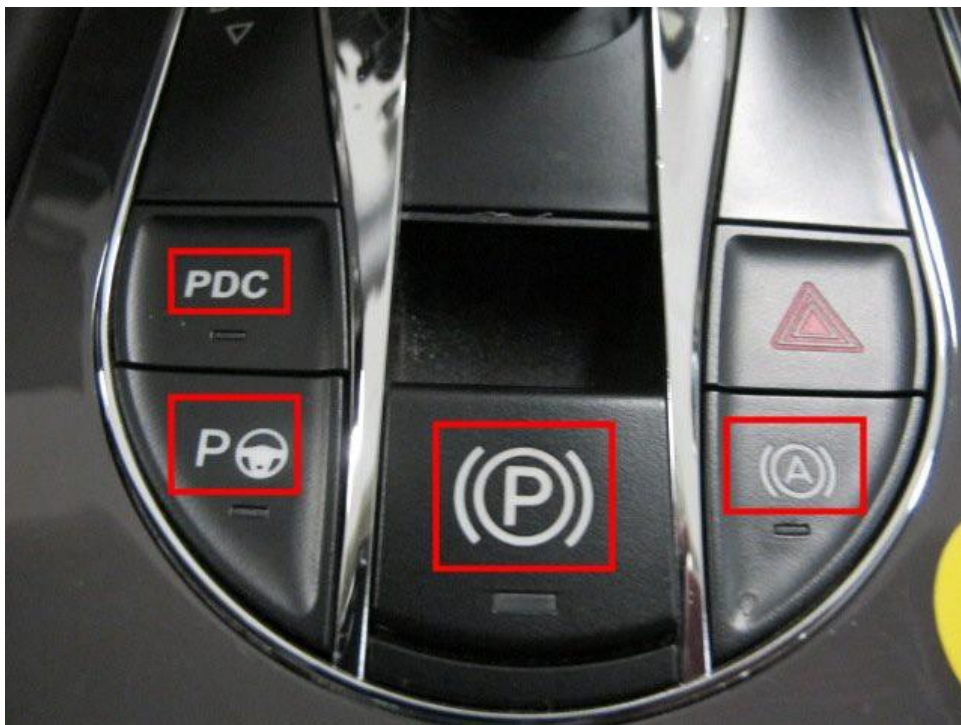


Figure 1

- Figure 2 shows the illumination working to specification (illuminated)



Figure 2

Technical background

Refer to the Customer statement/Workshop findings section

Production change

All vehicles post VIN SJAAD14V5MC032680 are to specification, however in the event a complaint is received prior or post the proposed VIN cut off, the instructions within the Measure section should be conducted

Measure

- 1) Refer to Elsa pro to confirm if EB97 is VIN applicable

NOTE: In the event that EB97 is VIN applicable - EB97 should now be conducted

VERY IMPORTANT: In the event that EB97 *Is Not* VIN applicable and the issue is evident the retailer must raise a DISS query stating the following:

- The issue described is evident - *PDC Multi-Switch (white backlight) illumination is not available*
- EB97 *Is Not* VIN applicable (Not visible within Elsa pro)
- IMPORTANT: Await feedback from Product Support before conducting the remaining instructions from Step 2

2) Once permission is granted from Product Support carry out the remaining instructions:

Referring to Rep.Gr 27 - Disconnect the 12 volt battery

- Referring to Rep.Gr 68 - Remove the front centre console facia panels (Including the centre armrest)
- Referring to Figure 3 - Locate connector EX54.1 (16 way) - Remove the cable tie



Figure 3

- Referring to Figure 4 - Using VAS 1978/17 - Remove the connector casing

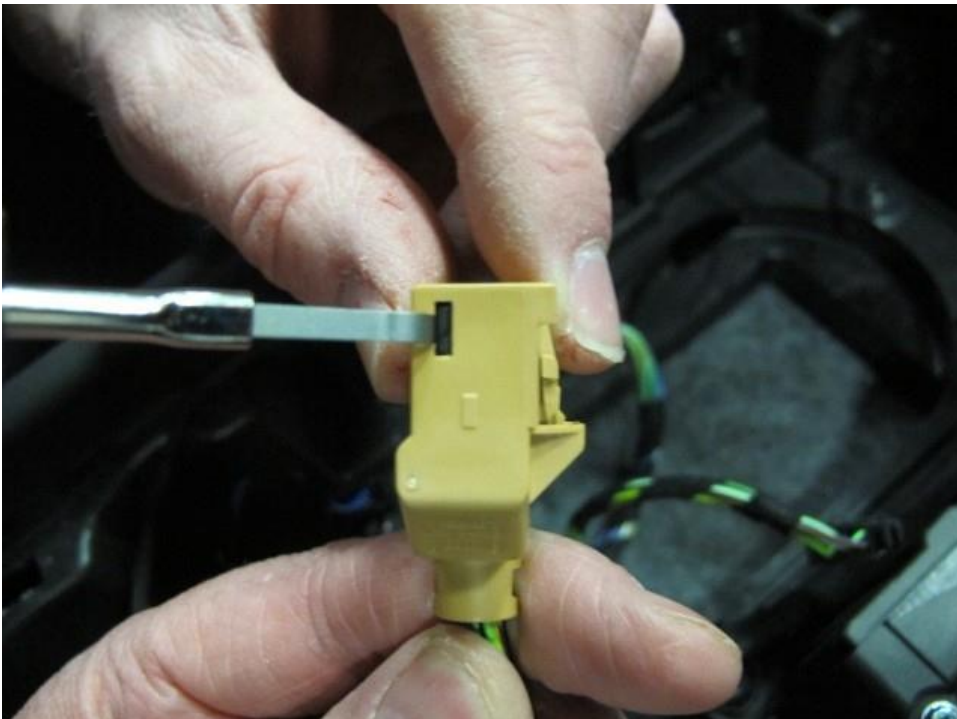


Figure 4

- Referring to Figure 5 - Locate cavity 5

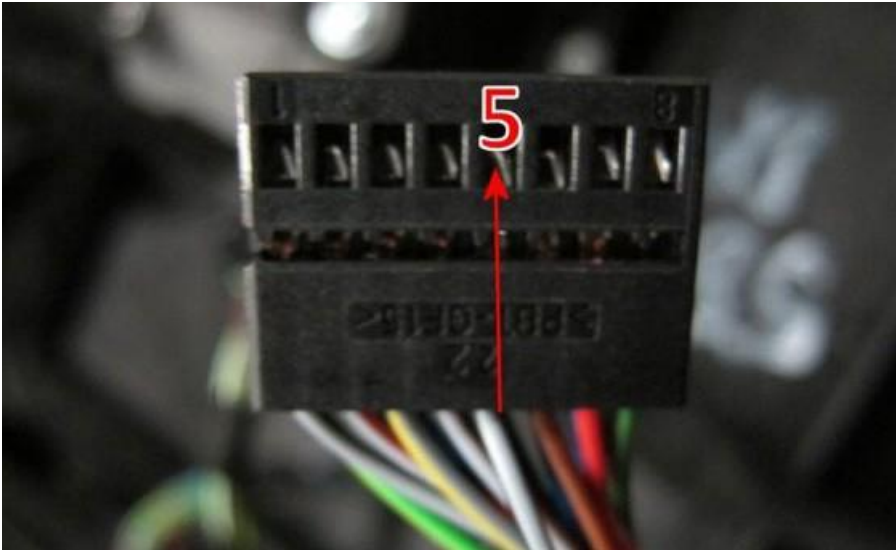


Figure 5

- In the event that cavity 5 is not populated, please respond on the already opened query ensuring all information is attached including applicable photographs showing cavity 5 not populated
- Await feedback from Product Support before conducting the instructions within EB97

In the event that EB97 is not VIN applicable however cavity 5 is populated (as shown in Figure 5 grey/black) and the issue is evident, the retailer must continue with standard diagnosis Or raise a new DISS query requesting additional support

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 97 11

Damage code 00 15

Labour

Labour Operation Code 68 14 19 00

Time 30 TU