

Field campaign

Topic	FPIN tag - Not attached to the vehicle keys (SC22/05)
Market area	China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2066287/3
Campaign number	EC31
Note	
Type	
US code	

Vehicle data

Bentayga - New Continental GT/C and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2022	E		*	*	*
3S4*	2022	E		*	*	*
4V1*	2022	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml
customerletter.pdf

Notes

■ Repair instructions

Technical background

■
Please Note: This is an ongoing exercise and therefore the latest VIN list can be found within the Bentley Hub The white FPIN tag not attached to the vehicle keys

- Figure 1 shows a vehicle key set (without the white FPIN tag)



Figure 1

- Figure 2 shows how the vehicle key sets should have been supplied (with the white FPIN tag attached)



Figure 2

- Referring to Figure 3 - The 10 digit FPIN vehicle code is as shown



Figure 3

- As a part of the registration process to enable the connected car services to be activated, the customer is required to input the 10 digit FPIN vehicle code from the tag into the MMI

■
The operative should refer to the instructions within the Work section and the attached customer letter regarding the procedure which must be followed to request the specific FPIN vehicle code

VERY IMPORTANT: In order to receive the FPIN vehicle code the operative should raise a Technical DISS query as instructed within the work section

DO NOT raise a service call to request the FPIN vehicle code, FPIN vehicle codes will only be supplied via an open Technical DISS query

Remedy

Refer to the instructions within the Work section to completion

Customer notification

The rework instructions must be conducted at the nearest opportunity

Customer notification letters should only be sent to customers in the event that the applicable vehicle has been received

All vehicles which have not been received by customers must have the required work conducted as per the Work section (during PDI)

Warranty accounting instructions

Warranty Type 710 or 790

Labour Operation Code 57 08 01 50 (Use 99 index until 14/04/22)

Damage Service Number EC31

Damage Code 00 66

Time 10 Time units

Criteria ID 01

Genuine parts

Not applicable

Parts supply

Not applicable

Parts despatch control

Not applicable

Repair instructions

▪ Notes

Technical background

▪

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Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa Pro) or a Technical DISS query has not been raised requesting the FPIN vehicle code, the operative should carry out the required work in accordance with these instructions

Control

Revision History - 2066287/3

- Note added within the Technical background section regarding the location of the applicable VIN list (Within the Bentley Hub)
- VIN range (From/To) removed from the Header data section

Genuine parts

Not applicable

Work

VERY IMPORTANT: In order to receive the FPIN vehicle code the operative should raise a Technical DISS query as instructed in Step 1

DO NOT raise a service call to request the FPIN vehicle code, FPIN vehicle codes will only be supplied via an open Technical DISS query

1) Raise a Technical DISS query

IMPORTANT: To allow the FPIN request to be dealt with as a priority the operative should title the DISS query exactly as follows:

Urgent FPIN vehicle code required reference EC31 (SC22/05)

- The vehicle specific code will then be supplied via the open DISS query

HINT: The DISS query should be closed once the FPIN vehicle code is received

NOTE: Please DO NOT escalate DISS queries which have been submitted to request the FPIN vehicle code, as code request DISS queries will be answered as a priority without the requirement to escalate

Identification

Submit a warranty claim to ensure the specific VIN is removed from the applicability list TIP: Once the warranty claim is submitted EC31 (SC22/05) will be shown as "Closed" within Elsa pro

Dear (Insert name)

**SERVICE CAMPAIGN – FPIN TAG NOT SUPPLIED WITH THE VEHICLE KEYS
AT PDI (SC22/05)**

As a part of the registration process to enable the Connected Car services to be activated on your vehicle, a 10 digit FPIN vehicle code is required. This code should have been attached to your vehicle key set on a white tag at delivery.

However, Bentley Motors Limited have made us aware that this tag was not attached to the vehicle key sets on a number of vehicles, including your own.

Therefore, please contact our service reception [retailer phone number] as soon as possible so that we can arrange to relay this code to you or alternatively, make an appointment for you to bring your car back into the workshop so that we can arrange this for you.

Please accept our apologies for any inconvenience that this may cause.

Yours sincerely