

Technical product information

Topic	Connected car user list - Error message shown within the MMI
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.	2067831/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> online services	functionality	

Vehicle data

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The user list is not populated when selected on the MMI, the following message is evident:

Connected Car User List Could Not Be Obtained Due to Communication Problem error message shown within the MMI (Figure 1)

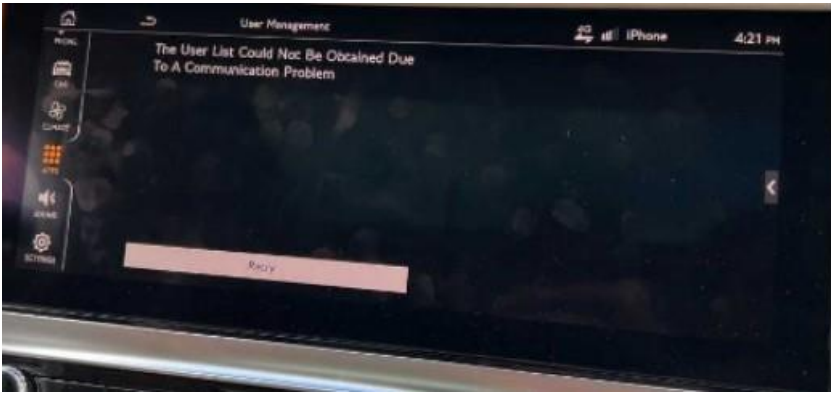


Figure 1

NOTE: The signal bars shown in the upper section of (Figure 1) are not indicative of the mobile network operator signal strength at that particular location (these relate to the user's mobile phone SIM).

Technical background

In the event the issue is as described please refer to the Measure section of this TPI

There is no need for a customer to take the vehicle to a Bentley retailer for this particular issue

Technical DISS queries should not be submitted for this issue "unless the concern persists"

Production change

Not applicable

Measure

This issue can be evident when attempting to select new users or nominate a primary user during first time set-up of connected features

NOTE: This error message is displayed due to a lack of signal strength or poor signal strength from the mobile network operator at that particular location

The retailer should advise the customer of the following:

1) Relocate the vehicle to a different location with stronger signal strength "(this includes ensuring the vehicle is not in an underground location or without clear view of the sky)"

Or

Attempt to populate the user list at a different time

Customer information

Technical DISS queries should only be raised if the steps instructed in the *Measure* section do not result in a successful attempt at setting up the Remote Services.