

Technical product information

Topic	Driver assistance system related technical queries - Best practice
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2067998/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
driver assist systems, convenience features -> lane departure warning	functionality	
driver assist systems, convenience features -> cross-traffic assist system	functionality	

Vehicle data

New Continental GT/GTC - New Flying Spur - Bentayga

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		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml
questionnairev1a.docx

Customer statement / workshop findings

Customer statement:

The customer is concerned about an unexpected safeguard or driver assistance intervention

Workshop findings

The concern cannot always be reproduced

AFTERMARKET PARTS FITTED AND/OR THE VEHICLE IS NOT TO ORIGINAL BUILD SPECIFICATION

Please beware that in the event the vehicle has Aftermarket parts fitted the operative MUST state this on the Technical DISS query as aftermarket components which are not approved by Bentley Motors could be a contributing factor to the safeguard and/or blind spot interventions

Be aware of the safety instructions and the system limits of the supporting systems, sensors, and cameras

The operative should only continue as per the advised instructions if the afore mentioned criteria has been met

VERY IMPORTANT:

The operative should use the 17 digit VIN to check/search for any other applicable TPI's and/or service Campaigns, please see examples below although the suggested TPI's may not be applicable to the reported concern or particular VIN

- TPI 2059392/- Bentayga - PDC system not working or PDC system false detection
- TPI 2066393/- New Continental GT/GTC and New Flying Spur - PDC system not working or PDC system false detection
- TPI 2063855/- Lane Assist and/or Traffic Assist are not functional with DTC B17B801 and/or B17B804 - evident within address 0019 and/or DTC U112300 evident in 00A5 (Bentayga and New Continental GT/GTC, New Flying Spur)
- TPI 2062884/- Blind spot monitors not functional DTC C1114F3 logged in address 003C or 00CF – (New Continental GT/GTC, New Flying Spur)

Technical background

Refer to the Measure section of this TPI

Production change

Measure



The operative should be aware of the following before proceeding to raise a technical DISS query to request support : The

information within the Measure is to support diagnosis customer complaints regarding the Bentley safeguard system

1) The attached questionnaire with customer feedback should be completed in preparation for attachment to a new or existing DISS query

- Refer to the *video on the Bentley Hub* referencing TPI 2067998/- the retailer should record a video showing the initial individual settings as the customer may not be aware that the individual settings can be changed or set to their individual requirements - Save a copy of the video titled - initial settings

Then

- Record a second video, save a copy of the video titled - Settings after amendment

2) Check the vehicle history to confirm/check if the vehicle has previously been involved in an accident and feedback any information regarding logged accidents

3) Perform walk around check of the vehicle looking for signs of damage or misalignment from previous damage or repairs (for example bumpers, front grill, windscreen, interior mirror and sensor mounting).

NOTE: Areas of concern should be inspected/repared

4) Conduct an inspection of the following components:

- Steering and suspension
- Underbody
- Wheels
- Cameras and radars (Checking for security and overall condition)

5) Using ODIS conduct a GFF sweep of all control modules checking for any applicable DTC's

- Follow any applicable test plans to completion, after repairing the concern, retest the vehicle. If the issue is no longer present, return the vehicle to the customer.

6) With reference to the TECHNICIAN INFORMATION CAPTURE table below please attach all relevant information to a new or existing DISS query

IMPORTANT: Please ensure all required information is attached the Technical DISS query, failure to attach all information will result in the DISS query being returned

TECHNICIAN INFORMATION CAPTURE

Symptom/complaint	Photographs and videos showing the condition of the following are required of the following depending on the symptom/complaint	Measured Values (Supply <u>ALL</u> MWB's from the following control units)	Further Data
Below 10mph intervention	Radars Front and rear bumpers Mono Camera Video of the issue Video of MMI settings (Refer to the <i>video on the Bentley Hub</i> referencing TPI 2067998/-)	Front Radar Rear radar Mono Camera Night Vision camera (if night intervention)	
Above 10mph intervention	Front Radar Front and rear bumpers Mono Camera Video of the issue Video of MMI settings (Refer to the <i>video on the Bentley Hub</i> referencing TPI 2067998/-)	Front Radars Mono Camera Night Vision camera (if night intervention)	
Blindspot intervention (Bentayga only)	Rear bumper Video of the issue	Rear Radar	
Other	Radars Front and rear bumpers Cameras Video of the issue	Front Radars Rear radars Mono Camera Night Vision camera (if night intervention)	

7) Attempt to reproduce the issue ensuring that it is safe to do so and ensuring all local legislations are strictly followed

In the event that damage is found to any of the afore mentioned components before replacement the information should be added to a new or existing Technical DISS query ensuring clear photographs and/or videos are attached

HINT: In the event that damaged components are evident the operative should be aware that the steering geometry and/or radars and cameras may also not be aligned/calibrated to specification which could be a contributing factor to the customer complaint issue

VERY IMPORTANT:

Before raising a Technical DISS query the operative MUST confirm the issue is evident

Or

The customer has supplied sufficient evidence of the particular issue

- Once all information has been successfully collated, raise a technical DISS query ensuring all required information is attached as follows
- Previous ODIS logs
- Current ODIS logs
- Supporting videos or photographs
- Video of the initial individual HMI settings
- Video of the HMI settings after amendment



CAUTION: Please be advised that in the event all requested information was not attached to the Technical DISS query, Product Support will return the query to the retailer to allow the applicable detail to be attached

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 91 63

Damage code 00 10

Guided fault finding using ODIS

Labour

Labour Operation Code 01 50 00 00

Time As per ODIS log (Must not exceed 50 TU)

Customer information

If a customer experiences a safeguard or driver assistance fault/concern it is important that appropriate data is captured to aid diagnosis to allow the issue be repaired at the first opportunity to allow for an efficient solution to be outlined and prompt delivery of the vehicle back to the customer



ADAS CONCERN DATA CAPTURE QUESTIONNAIRE

If a customer experiences a Bentley Safeguard or related Driver Assistance fault/concern, it is important that appropriate data is captured to aid diagnosis and support an effective repair where applicable.

Please seek to capture as much detail in responses where possible.

CUSTOMER INFORMATION CAPTURE

1. Description of the issue

Please describe the issue in as much detail as possible

Example: My car applies the brakes and shows a safeguard warning on the DIP when there is nothing in front of it. I was driving at 10 mph turning to the left into a junction

2. Please describe when the conditions when the issue occurs (location specific, loading conditions, weather conditions, road surface conditions, traffic levels)

Example: The issue occurs at low speed approx. 10mph when turning left at a junction between First Avenue and Second Avenue. Happens every time it's raining when I am indicating. It doesn't matter how many people I have in the car, it also happens when I am towing my trailer. I always drive in Bentley mode.

3. Which Driver Assist System(s) were active during use?

	Cruise Control or ACC		Lane Assist
	<input type="checkbox"/> ON <input type="checkbox"/> OFF		<input type="checkbox"/> ON <input type="checkbox"/> OFF
	Blind Spot Assist		Park Distance Control
	<input type="checkbox"/> ON <input type="checkbox"/> OFF		<input type="checkbox"/> ON <input type="checkbox"/> OFF
	Night Vision		Headlamps
	<input type="checkbox"/> ON <input type="checkbox"/> OFF		<input type="checkbox"/> ON <input type="checkbox"/> OFF
	Traffic Assist		Hill Descent Control (Bentayga Only)
	<input type="checkbox"/> ON <input type="checkbox"/> OFF		<input type="checkbox"/> ON <input type="checkbox"/> OFF



4. Please describe any warnings observed in the Driver's display?

Does the warning remain illuminated?

Yes

No

5. Has the vehicle's front windscreen been replaced recently?

Yes

No