

Technical product information

Topic	Issues with mobile phone wireless charging - Wireless charging does not work
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2075023/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> telephony -> coupling aerial	component / consumables -> wrong	
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions -> charge battery of media player	functionality -> without function / defect	
information, navigation, communication, entertainment -> telephone mode -> charge battery	functionality -> defective function sequence	
information, navigation, communication, entertainment -> telephone mode -> charge battery	functionality -> without function / defect	

Vehicle data

New Continental GT / C and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2025	E		*	*	*
Z24*	2025	E		*	*	*
Z32*	2025	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The customer complains that the mobile device sometimes cannot be charged wirelessly. One of the following situations is described:

- The phone gets very hot while charging and charging is cancelled.
- The phone is not charged and the following message is shown on the MMI: "The device cannot be charged as there is another object in the charging cradle."
- The phone does not start charging after it has been placed in the charging cradle.
- The phone or individual processes are switched off to protect the phone as a result of heat generation.

The mobile device supports wireless charging or the customer uses a charging cover that enables wireless charging

Technical background

Technical limitations of wireless charging

NOTICE

Information on generation 12, 13, 14 and 15 Apple iPhone devices: These devices have MagSafe technology. As a result, they are not Qi certified and the function can only be used with limitations. The MagSafe technology results in higher power loss and, consequently, more heat generation. Particularly in the event of intensive use during charging, this can lead to restrictions in the phone's functions and may ultimately result in the phone being switched off. This restriction is not caused by the vehicle.

Production change

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Measure

The wireless charging function is affected by external factors. Check whether the complaint can still be reproduced under optimised conditions. To do so, observe the following:

- Make sure that the function is activated correctly on the MMI (refer to the information in the Owner's Manual).
- Ensure that there are no objects other than the mobile phone in the charging cradle.
- Check whether the complaint can still be reproduced when the phone is not in a cover.
- The position of the phone has a significant effect on the charging characteristics. Ensure that the phone is in the centre of the charging cradle when performing all tests.
Reason: The charging cradle uses three integrated charging coils, only one of which is actively used at any one time. With smaller devices, more energy is lost and more heat is produced if the device is significantly misaligned from the centre position.
- The device may become very hot during wireless charging if it has a low charge to start with. Please therefore check whether the complaint can still be reproduced when the battery level is approx. 80 %.
- Intensive app use during wireless charging can cause the device to become very hot. Please therefore check whether the complaint can still be reproduced when the device is only charging. Note: If intensive use is required, we recommend using the USB connection instead.
- It can take up to 60 seconds for charging to start. Please therefore assess the complaint no earlier than 60 seconds after placing the phone in the charging cradle.
- For each test, please also check whether the complaint can be reproduced with a comparable phone.

If the complaints persist, continue the repair process using Guided Fault Finding.

Warranty accounting instructions

Repairs cannot be billed for under warranty. If parts are changed or replaced under warranty without good reason, the costs will be charged back.

Parts information

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Customer information

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