

Technical Service Bulletin

Topic	Infotainment Main unit (5F / J794) fault finding/diagnosis procedure
Market area	Bentley: worldwide (2WBE),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2063410/7
Level	EH
Status	Released for publishing
Release date	Feb 24, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services	functionality	
information, navigation, communication, entertainment -> controlling infotainment with buttons, controls, screen	functionality	

Vehicle data

All Models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2017	E		*	*	*
*	2018	E		*	*	*
*	2019	E		*	*	*
*	2020	E		*	*	*
*	2021	E		*	*	*
*	2022	E		*	*	*
*	2023	E		*	*	*
*	2024	E		*	*	*

Documents

Document name
master.xml

Condition

Issue suspected with the Infotainment Main unit (5F / J794) - For example:

- MMI screen image flickers or goes blank
- No response to selection
- Audio cuts out

Technical Background

Revision history 2062410/6

The original questionnaire has been removed from the TPI

The operative should therefore refer to the Measure section regarding fault finding/diagnosis of the Infotainment Main unit (5F / J794)

Revision history 2062410/7

Incorrect labour operation code amended

Production Solution

Not applicable

Service

Fault finding / diagnosis of the Infotainment Main unit (5F / J794)

1) Check if the Customer's complaint can be re-produced, also check if the same system operation can be re-produced on a comparable model of the same model year

NOTE: If the complaint is noticeable when using an external device connected (e.g. Phone, Media player), then check the operation using both the customer's device and a known good device on both the customer's car and the comparable car

2) Run a full diagnostic sweep and record any DTC's

3) Follow the ODIS test routine for the DTC's stored if applicable

4) Check for any existing TPI / Campaign released that may be related to the issue / DTC

5) Carry out a full wiring check to the Infotainment unit (5F / J794)

NOTE: If a wiring issue is found, then rectify as per Elsa Pro guidelines (taking photos of any issue(s) found) - Re-check to confirm if the original issue remains

6) Perform a full shutdown/start-up of the Infotainment System (Press and hold volume rotary switch for 10 seconds) - Re-check to confirm if the original issue remains

7) Perform a 'factory reset' of the Infotainment system. NOTE: All data held in the system (e.g. personal data) will be deleted - Re-check to confirm if the original issue remains

NOTE: Regardless if the issue has been resolved, or if the issue remains after following the above actions, the operative MUST record the findings on a new or existing DISS query, along with any supporting information (e.g. Diagnostic log, ODIS test plan results, Photos / Videos of the concern)



IMPORTANT: The Infotainment main unit should not be replaced unless the issue can be re-produced, all information must be recorded on the DISS query, and approval must have been given by Product Support

Warranty

Warranty type - 110 or 910

Damage Service Number 91 96

Damage Code 00 40

Diagnosis time

Labour Operation Code 01 50 00 00

Time As per ODIS log must not exceed 30 TU

Time to conduct an electrical integrity check of the applicable wiring circuit

Labour Operation Code 97 09 01 00

Time Must not exceed 20 TU

Time to conduct the factory reset of the infotainment system

Labour Operation Code 91 96 01 01

Time 10 TU

Time to replace the 5F unit (once DISS approval has been received)

Labour Operation Code 91 96 19 01

Time 10 TU