

# Technical Service Bulletin

<b>Topic</b>	MIB3 Telecom Infotainment MMI becoming stuck on the 'initialisation/loading' screen   Bentayga Series   21-23MY
<b>Market area</b>	Australia E04 Bentley rest Asia and Australia (6E04), Germany E02 Bentley rest Europe (6E02), India 938 Indien; SKODA AUTO Volkswagen India (6938), 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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2079175/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Oct 20, 2025

## New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> telephone operation -> Bluetooth connection	control modules, services -> communication interrupted	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions	functionality	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> software update -> information electronics control module software update	control modules, services -> error message	
information, navigation, communication, entertainment -> telephone operation -> Bluetooth connection	functionality -> no function	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions	control modules, services	
information, navigation, communication, entertainment -> telephone operation -> Bluetooth connection -> Bluetooth connection to receiver	functionality -> switches off by itself	
information, navigation, communication, entertainment -> telephone operation -> Bluetooth connection	control modules, services -> communication malfunction	
information, navigation, communication, entertainment -> audio, video, television	functionality	

# Vehicle data

## Bentayga Series 21-23MY

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
ZV1*	2023	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>
<a href="#">mmi_conditions_pre_post.pdf</a>

## Condition

### Customer Statement

The customer complains of an issue with MMI becoming stuck on the 'initialisation/loading' screen.

### Workshop findings:

The complaint can be reproduced in the workshop.

## Technical Background

Vehicles equipped with the MIB3 MMI system may require a software update to ensure optimal functionality and compatibility.

**IMPORTANT:** Before performing the software update, please review the attached document. The document explains other new-conditions of the Multi Media Interface (MMI) after performing the update. The customer **must accept** these conditions of the MMI before you proceed with the update. If the customer does not accept the conditions, do not proceed with the update.

This software update is required to fix the symptom of the MMI becoming stuck on the 'initialisation/loading' screen. Within this update, the customer will also receive the following improvements.

### **Additional improvements**

- Corrects potential Bluetooth audio drop out
- Navigation search function logic and menu appearance improvement
- “Hey Bentley” speech control function is now possible from passenger seat
- CarPlay Automaker app is now supported
- CarPlay / Android Auto is now visible in full screen
- CarPlay / Android Auto turn by turn display can now be shown in instrument cluster & Heads Up Display.
- **NAR ONLY:** Sporadic Antenna Fault in MMI Warning Resolved



### NOTICE

It is important that the software for this TPI is downloaded prior to the vehicle appointment where possible due to the time it can take to download the software

## Section 1

Downloading Software onto two separate USB/USB-C sticks

## Section 2

2 x USB-C stick update to following:

Section 2a - Instrument Cluster (0017)

Section 2b - Information Control Unit (005F)

## Section 3

A software update is required to be applied to the following:

Instrument Cluster - 0017

Information control unit 1 - 005F

Emergency call module and communications unit – 0075



### NOTICE

Please raise a full Technical DISS for the attention of the Electrical Technical manager. Permission must be given prior to performing the updates.



### WARNING

#### IMPORTANT NOTE FOR HYBRID VEHICLES:

Hybrid vehicles use a High voltage system and **MUST** only be worked on by suitably qualified personnel

- Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a High voltage system
- During the software update (Hybrid vehicles only) an audible humming noise (E sound) may be heard, please beware that this is an artificial sound activator to generate noise at low speeds, this is not a cause for concern in the event that the humming noise is evident



### NOTICE

**VERY IMPORTANT:** It is highly recommended the operative reads the instructions to familiarise themselves with the work required before proceeding

## Production Solution

Not applicable

## Service

Conduct a full guided fault find of the vehicle.

Address any unknown faults **BEFORE** conducting any of the below updates, referencing the applicable TPI.

Ensure that the correct battery charger is connected to the vehicle. – Refer to the “Battery Charger” Section below.



### CAUTION

The Bentley ODIS-S Brand Version MUST be at least 2.35.6 (or higher)

 CAUTION

Before conducting the onward instructions, the operative MUST recheck the communication method in ODIS and ensure that DoIP is selected before proceeding. Within ODIS-S, perform the following:

- On the right hand side, select the "Admin" tile (Within 'Operating modes')
- Select "GFF sequence" (Within 'General information' section)
- Under the "Selection of Communication path" drop-down menu, select "Only permit DoIP communication"

 CAUTION

DO NOT, UNDER ANY CIRCUMSTANCES, ATTEMPT TO CONDUCT THE SOFTWARE UPDATE VIA THE CAN NETWORK. ONLY DoIP SHOULD BE USED WHEN PERFORMING THE SVM UPDATE.

 CAUTION

You MUST ONLY use the Diagnosis Interface VAS 6154 (WiFi Diagnostic Tool) in USB OPERATION or the CABLE-CONNECTED VAS 5055 for the reprogramming (updating) of the control units.

- If neither of these units are available, the VAS 5054 (A) may be used in USB MODE.
- DO NOT under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of any control units.

### Battery Charger

 CAUTION

ONLY Chargers that meet the approved specification on the Mandatory Equipment List (available on the Bentley Hub) MUST be used.

- The charger must be set to a mode where a MINIMUM of 90a is supplied to the battery during the process. Typically, this is known as 'Power Supply Mode' or 'DIAG+ Mode'.
- A voltage of exactly 13.5v must be set and maintained throughout the process.
- Please refer to the manual to ensure that these requirements are met before beginning any SVM update

### Section 1 – Downloading Software onto a USB

 NOTICE

The update will require two separate USB sticks which are to be sourced locally

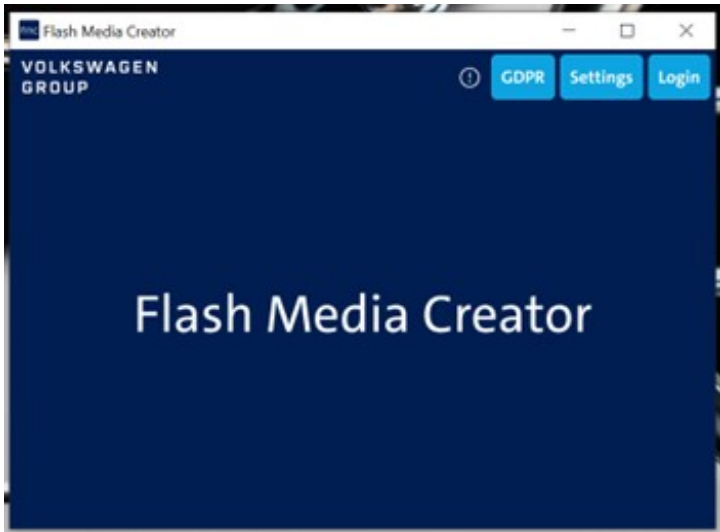
Region	Applicable Software Name on FMC	Software Version (within 005F)	Approx File Size / Download Time
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European, RoW, UK (Excluding China)	MHI3ERBYG46SP4399	4399	8.1 GB / 3.5 hrs
North America (USA + Canada)	MHI3USBYG46SP4430	4430	7.35 GB / 3.5 hrs

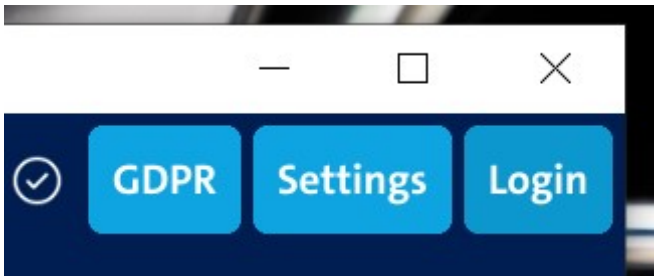
**Table 1 – MIB Software Part Number Matrix**

Region	Applicable Software Name on FMC	Software Version (within 0017)	Approx File Size / Download Time
All	KIFPK2PBY6360310	0310	~53MB / 30 Seconds

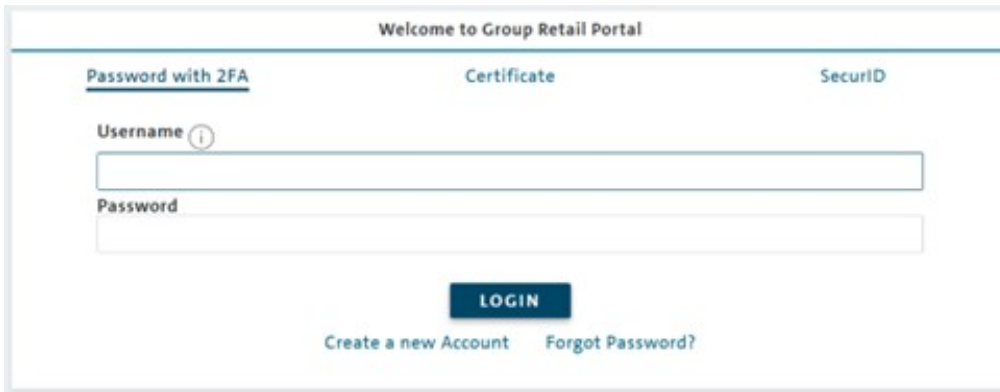
**Table 2 – Instrument Cluster Software Part Number Matrix**



1. Start the FMC Application



2. Press “Login”

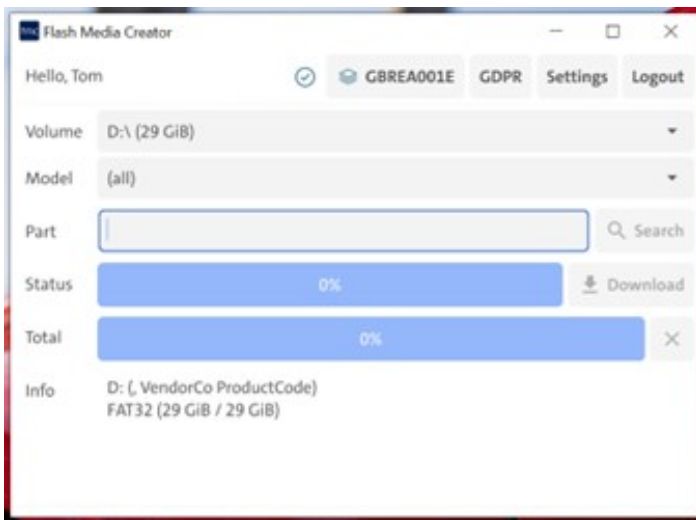


3. When prompted, sign into GRP using your credentials:



**Hint: Ensure you have the correct GRP role assigned to access & use FMC**

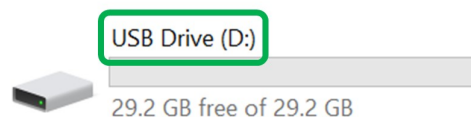
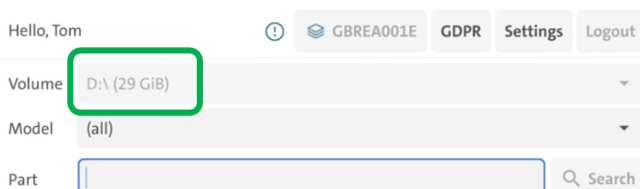
The following page should appear:



**Hint: Ensure FMC settings have been set up as per the instructions outlined in “FMC Manual”, which can be found in English or German:**

- On the Bentley Hub
- *On your mirror server mirror server/dav/FMC*

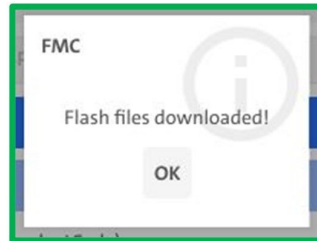
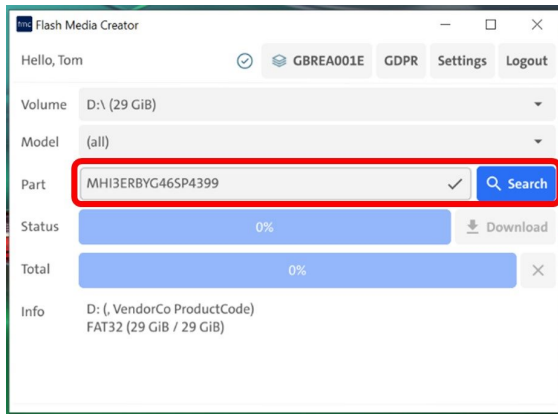
4) Using two USB-C sticks (ensure they are of a sufficient storage capability), place the USB into the PC and make sure the “Volume” matches the designator assigned through “Devices and Drives” within “This PC”.



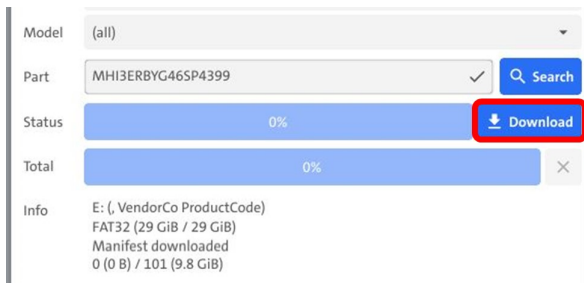
5) Referring to Table 1: MIB Software Part number Matrix, enter the correct Software part number into the “Part” Section.



**Hint: Make sure the Part Number is Valid by getting the tick icon.**



6) Press “Search”. You should receive a prompt stating “Flash files downloaded”.

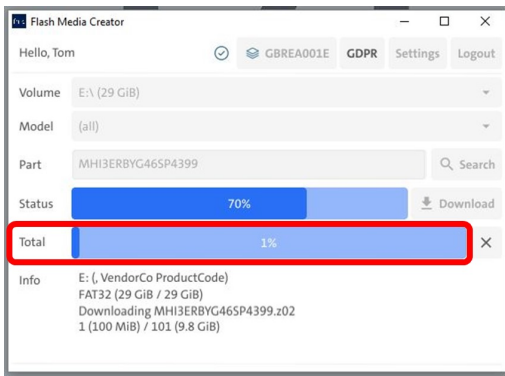


7) Then press “Download”.

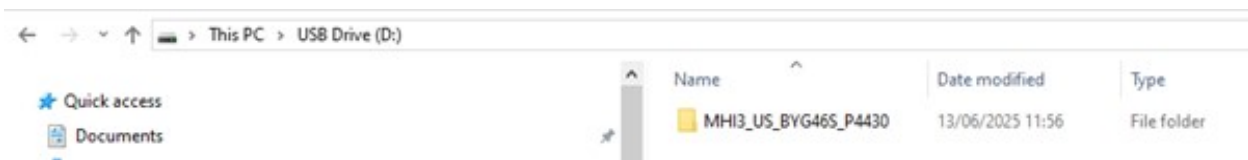
8) The data will begin to transfer from the mirror server to the USB stick, the progress can be monitored via the “Total” progress bar.



**Hint: The process for larger files can take a long time (2-3hrs), dependent on network and USB data transfer speeds**

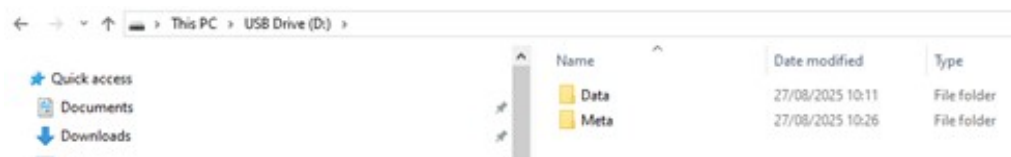


9) Once the download has been completed, check that the files are the correct size and ensure the folders are structured the same as below:



10) Repeat the process from step 4 onwards with a new USB stick, using the software part number detailed in Table 2: Instrument Cluster Software Part Number Matrix.

11) Once the download has complete, check that the files are the correct size and ensure the folders are structured the same as below:



## Section 2a – USB Software to 0017

**NOTICE**

**NOTE: During the updates the system may reboot several times**

**VERY IMPORTANT:** The images within the Measure section may differ slightly as the images used are for guidance purposes only.

12. Read the identification data from the 0017 - instrument cluster.

- Right click 0017 - instrument cluster > Guided Functions > Read Identification Data
- The data read is used to determine later repair procedures. Please take a note of the **software version**

**!** NOTICE

**VERY IMPORTANT: If the software version of the instrument cluster is 310 prior to the update - No further action is required.**

13. Insert the USB update stick with the instrument cluster software from **table 2** into the USB 1 socket (Figure 1).



**VERY IMPORTANT: Do not under any circumstances remove the USB stick or turn off the ignition whilst the update is being performed**



Figure 1

- Press the home screen button (Figure 2)



Figure 2

- Using two fingers, press and hold the MMI screen in the area's highlighted by the red circles (Figure 3) until the red engineering menu appears (Figure 4). select 'Update'.



Figure 3

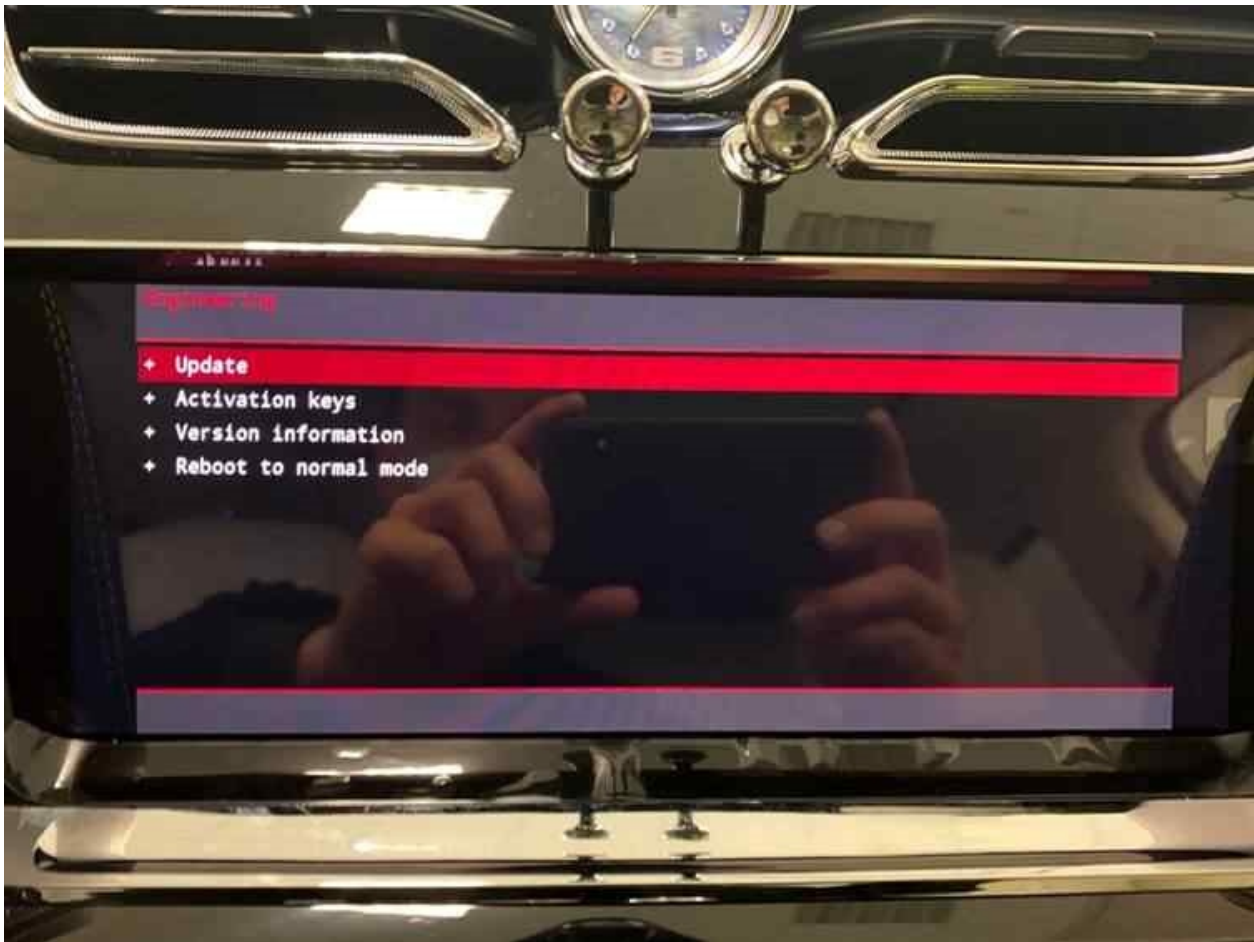


Figure 4

14. Select the suggested update. (Figure 5)



Figure 5

15. A summary of the proposed changes will then appear (Figure 6), scroll down and select 'Start update' (Figure 7)

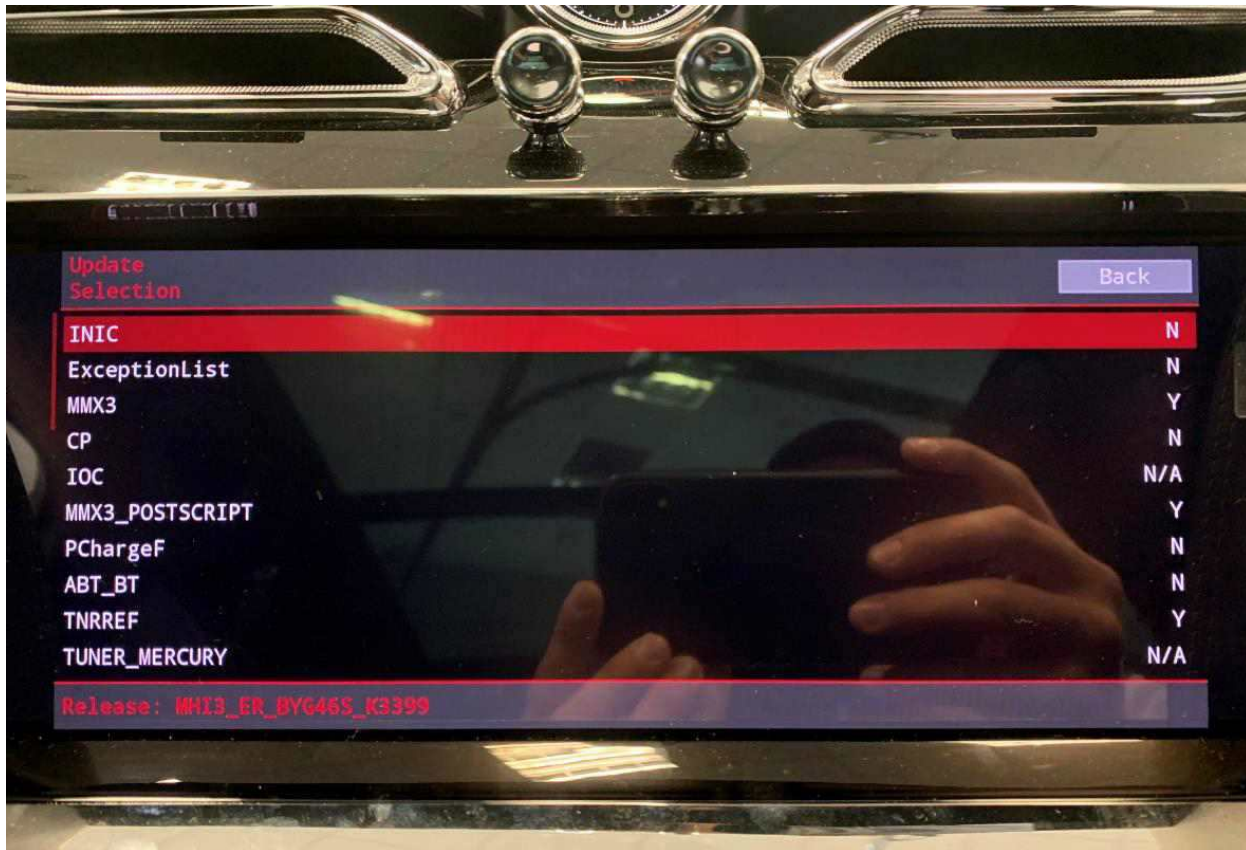


Figure 6

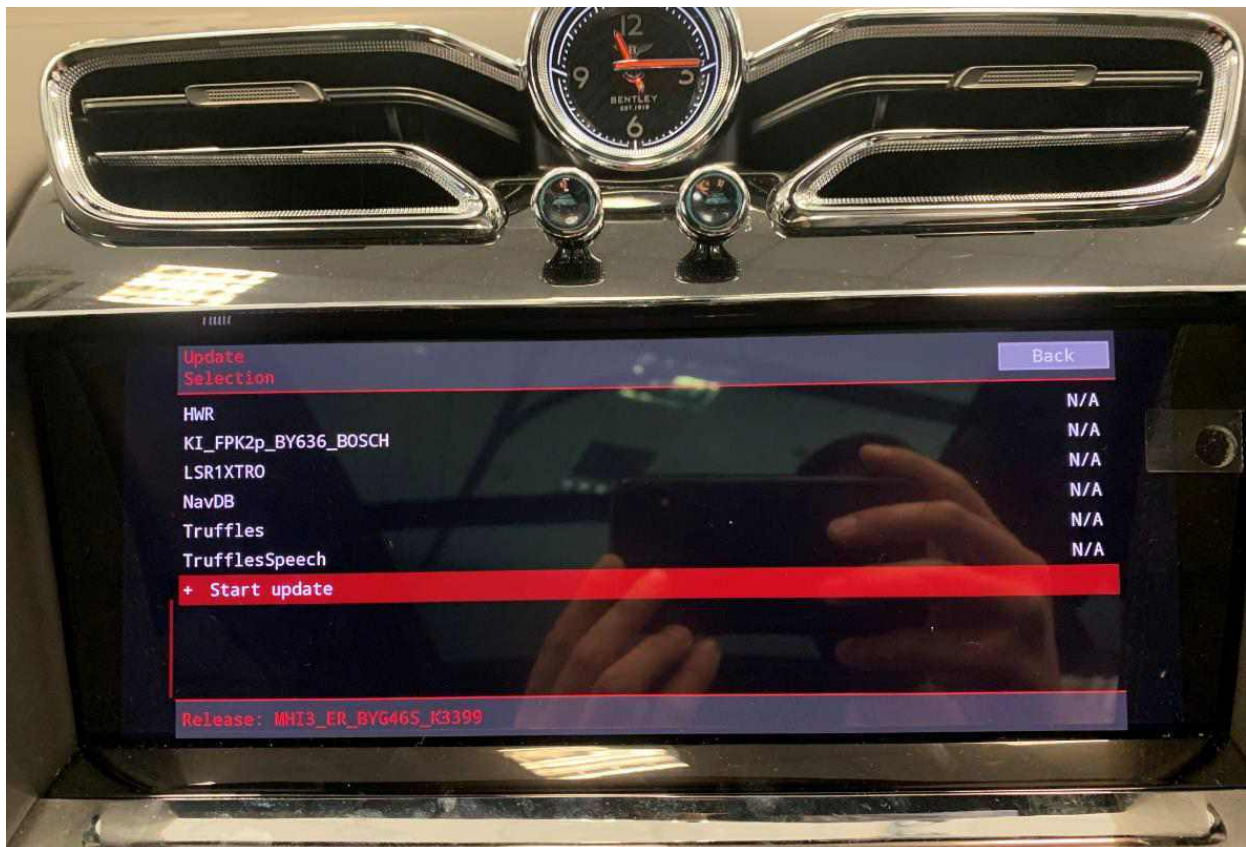


Figure 7

16. On the following screen

- Select 'Start update' again. (Figure 8)

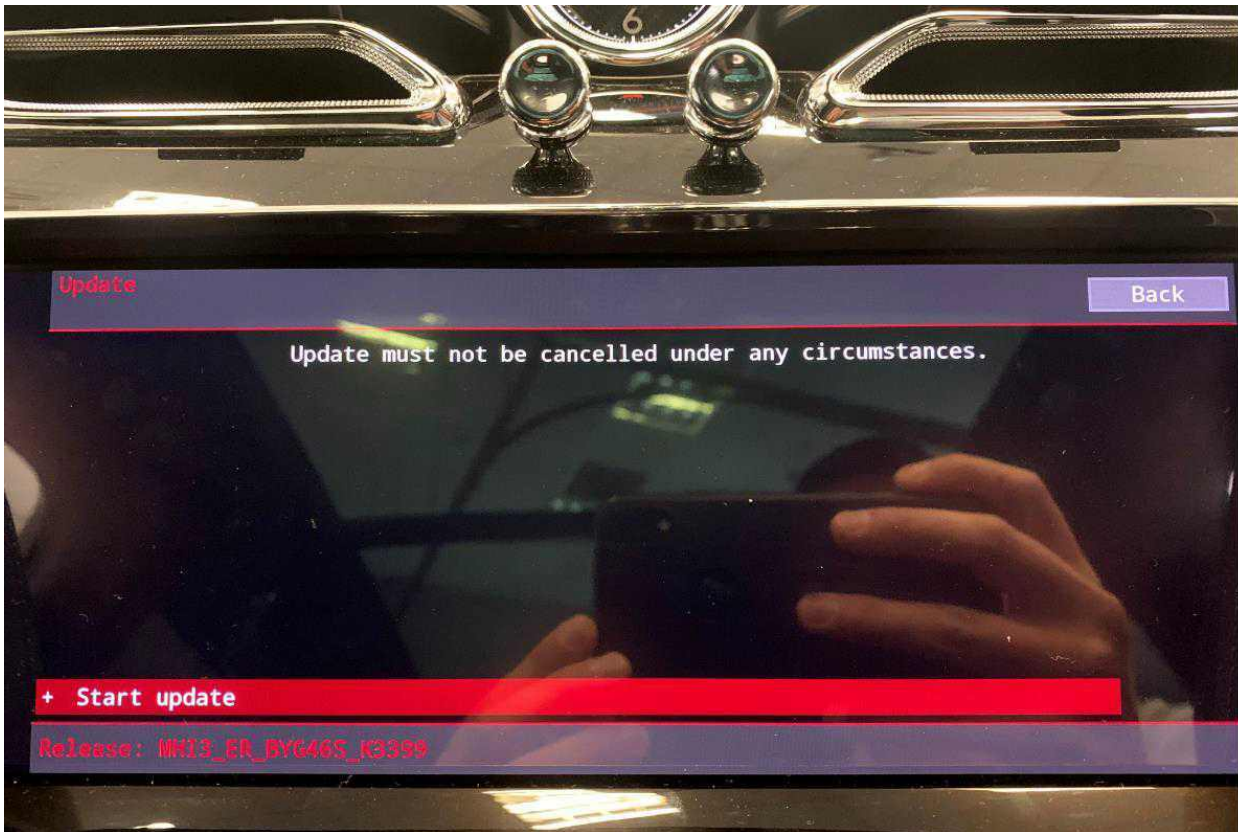


Figure 8

**VERY IMPORTANT: Do not under any circumstances remove the USB stick or turn off the ignition whilst the update is being performed**

17. The software update will then begin (Figure 9)

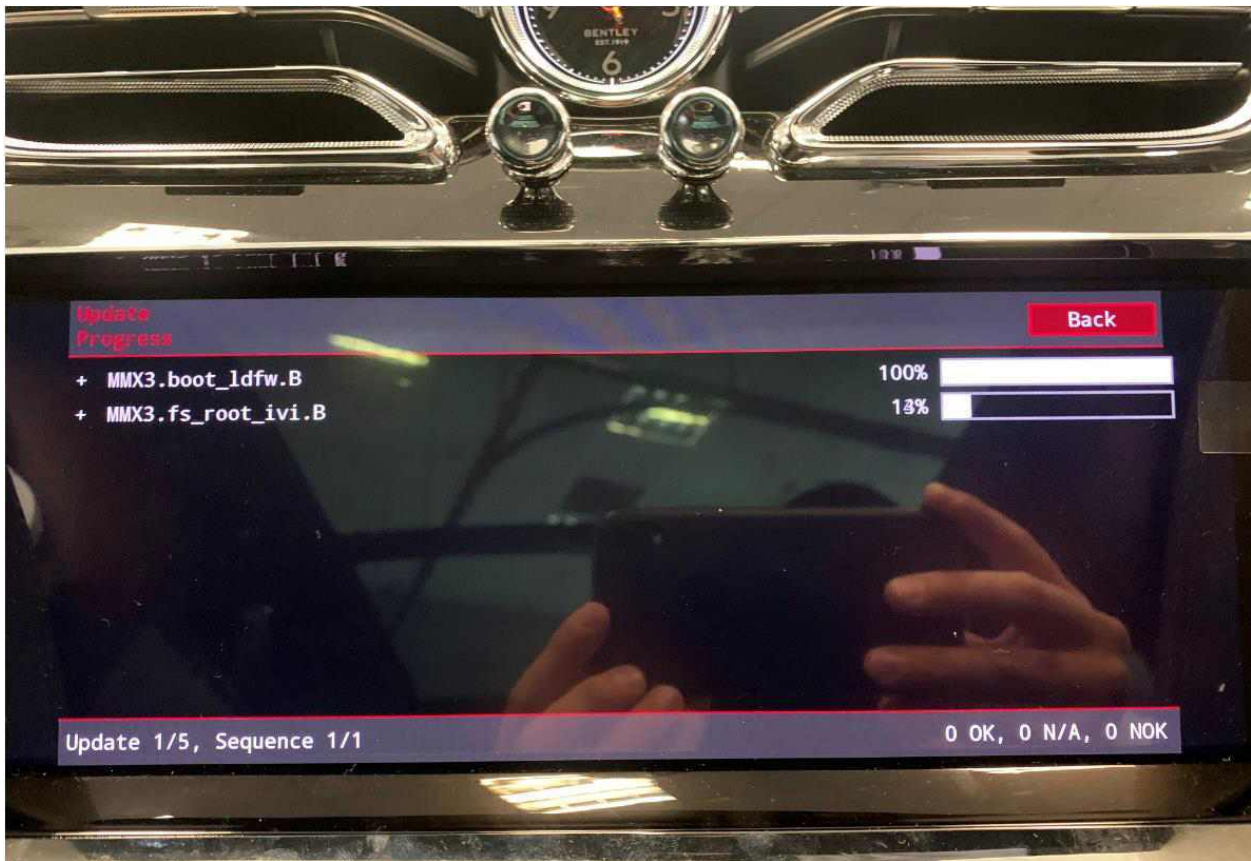


Figure 9

18. Once the update is complete a summary screen will be displayed. (Figure 10) Scroll down and press 'Resume' (Figure 11)



Figure 10

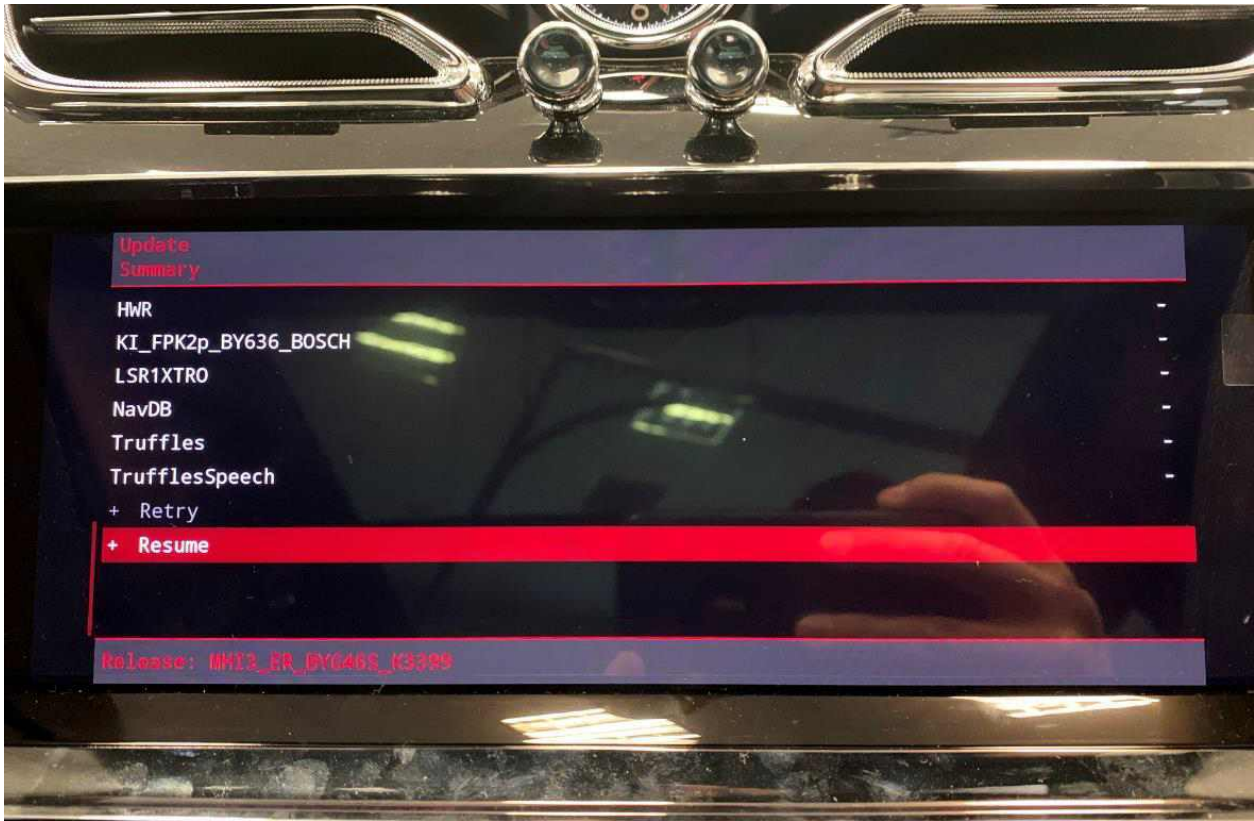


Figure 11

19. On the next screen select 'Quit' (Figure 12), the system will then reboot. Once the home screen is displayed, remove the USB update stick and carry out an ignition cycle.



Figure 12

### Section 2b – USB Software to 005F

20. Insert the USB/C stick containing the pre-loaded MIB software as specified in **Table 1**. Check the currently installed software version against the required version listed. If the software version is already correct, no action is required. If not, proceed with the update listed in steps 14-19. Once complete, follow the Software Version Management instructions to confirm and document the update.

**NOTICE**

After performing the MIB update, the procedure to access the Engineering Menu will change. A new method is now required to enter this menu. For detailed instructions or in cases where access to the Engineering Menu is necessary, please refer to the relevant Technical Product Information (TPI) document 2079390.

### Section 3 - Software Version Management (SVM)

21. Select and run Guided fault finding

- Referring to Figure 13 - Within the Special functions tab select SVM – Code Input (A) then select Perform test (B)

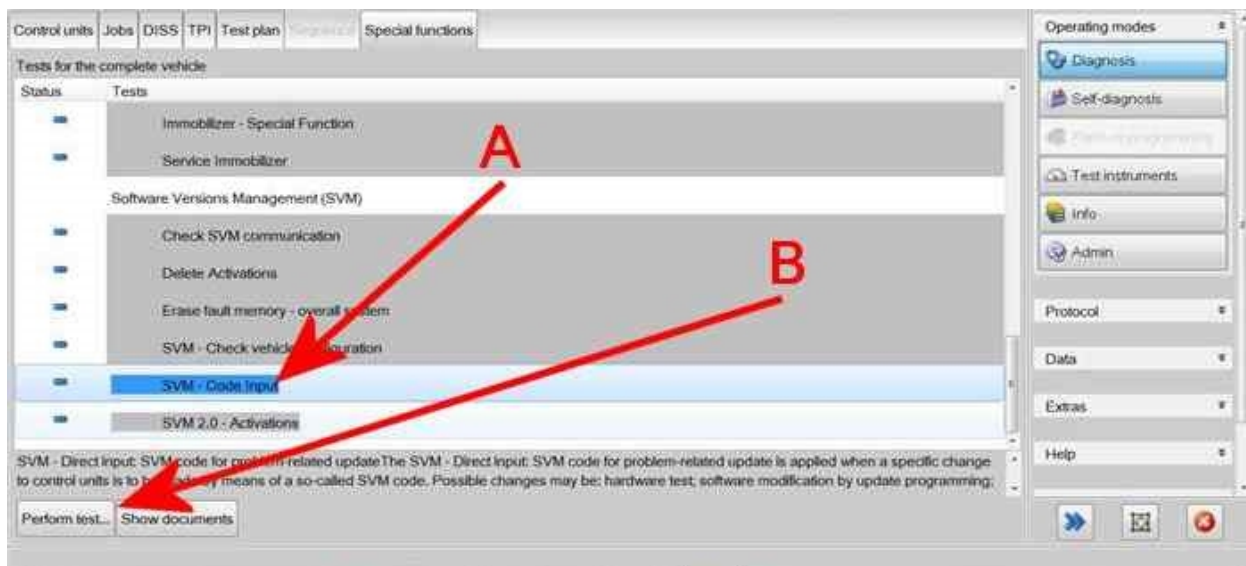


Figure 13

22. Navigate to 'SVM – Code Input' and enter the SVM Code and select adopt (Figure 14)

- If the vehicle is any variant of a Bentayga SWB, enter the SVM Code: 4V0CLUST37S2
- If the vehicle is any variant of a Bentayga EWB, enter the SVM Code: 4V1CLUST37S2

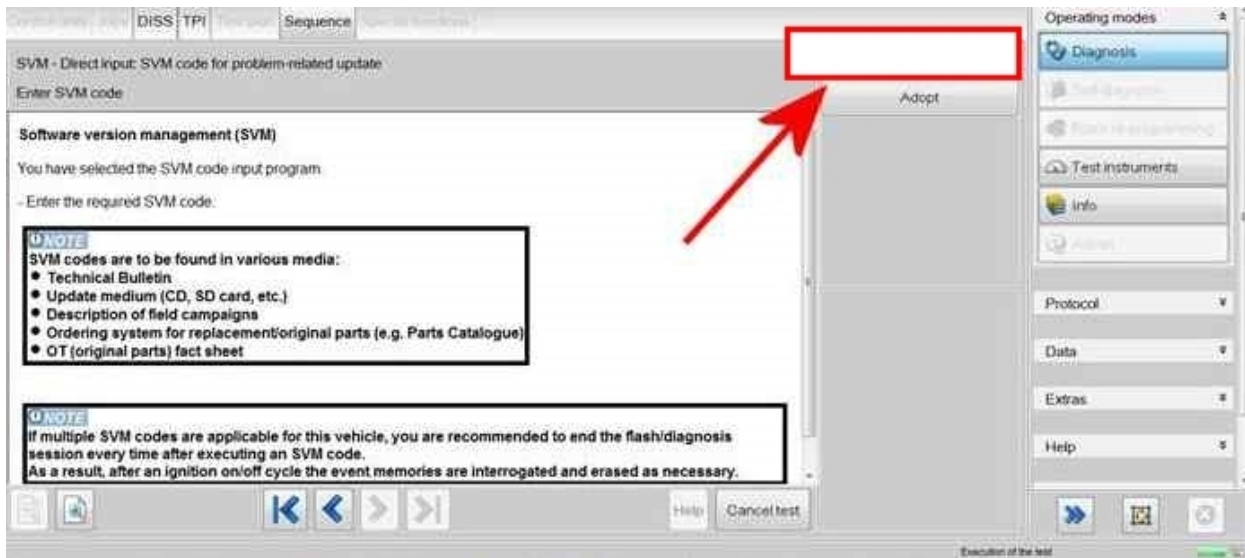


Figure 14

23. On the following screen, confirm the code - Then select Yes

- All control modules will be interrogated
- The SVM action will then take place (Figure 15)

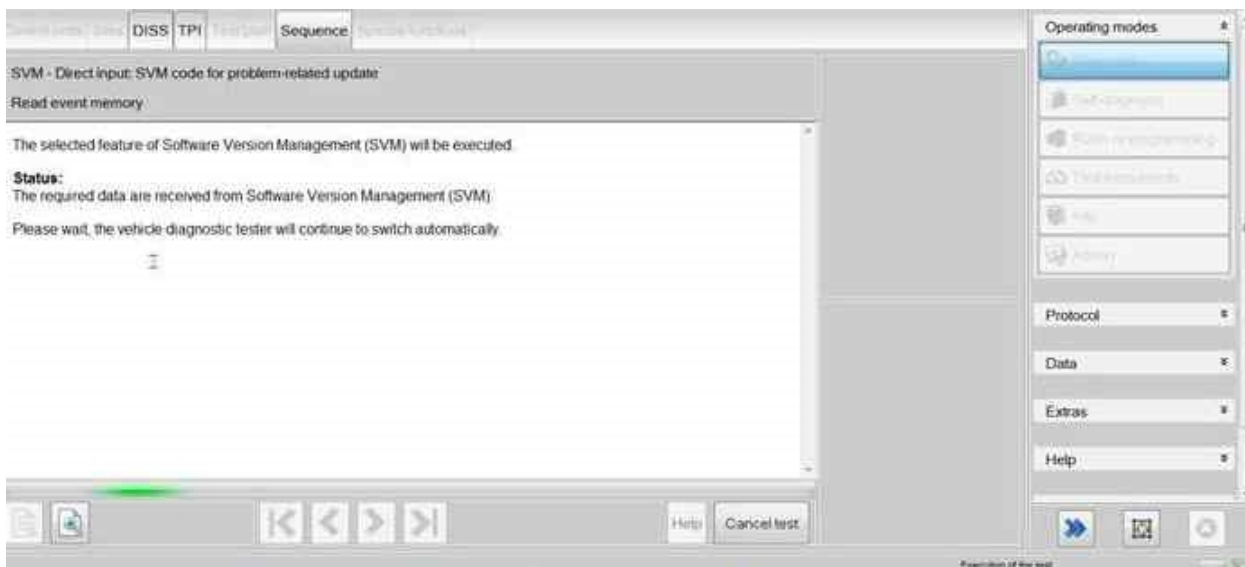


Figure 15

**NOTICE**

If the software update programming fails, perform an ignition cycle as prompted by ODIS, then retry the update. It may be required to retry the programming up to three times before it is successful.

24. Once complete a summary screen will appear (Figure 16), this confirms successful completion - Follow any on screen prompts until program end



Figure 16

## 25. Switch off the ignition

- Remove the diagnostic interface from the OBD port
- Switch off and remove the battery charger from the vehicle
- Close the bonnet, boot and all doors
- Lock the vehicle
- Wait 5 minutes to allow the vehicle to go into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition



### **VERY IMPORTANT:**

**In the event that any Errors are visible during the SVM Code input. Repeat the process of entering in the SVM code again.**

**If the error still persist after two attempts, the operative MUST inform Product Support via DISS ensuring a screenshot of the Error is attached to the query.**

## **Warranty**

Warranty Type – 110 or 910

Damage Service Number – 91 32

Damage Code – 02 02

### **Labour Codes**

#### **Time to conduct the USB update**

Labour operation code 91 32 25 21

Time 70 TU

### **Time to conduct the Software Version Management (SVM) update**

Labour operation code 01 51 00 00

Time As per ODIS log Must not exceed 60 TU

### **Additional Time Allowance**

A 100TU allowance may be claimed only if a SVM update fails to complete successfully. This is intended to cover additional diagnostic or recovery work directly resulting from the failed update. It must not be used for unrelated delays or issues.

ODIS logs must be attached to a DISS ticket for evidence of failure. Claims without valid documentation will be rejected. Warranty Adjudicators will review associated ODIS logs and DISS queries to determine actual software update time.

### **Required Parts and Tools**

USB stick x2 for the Infotainment software update – **MINIMUM 16GB** (Source locally)



**IMPORTANT:**

**The USB/USB-C drive MUST be a minimum capacity of 16GB!**

**USB-C format**

**Or**

**USB format**

**If a USB format is used, a suitable USB to USB-C adapter must be used (Source locally), the connection between USB adapter and the vehicle must be secure before starting the update**

## IMPORTANT

Before performing the software update, please review this document. This document explains the new-conditions of the Multi Media Interface (MMI) after performing the update, which may be perceived as a 'downgrade'. The customer **must** accept these conditions of the MMI before you proceed with the update. If the customer does not accept the conditions, do not proceed with the update.

### EU/UK/MEAI/NAR:

<u>Feature</u>	<u>Pre-Update Condition</u>	<u>Post-Update Condition</u>
Human Machine Interface (HMI) Background	Coloured according to mood lighting colour (for applicable models with Mood lighting)	No longer coloured
Hybrid – menu entry to toggle “Soft pedal stop before combustion engine activation”	Available and switchable	Not available. The selected setting prior to flash will remain selected post-flash. Therefore, select the desired option before flashing.
Infotainment rotary control function	Most system lists & grid menus can be operated via the rotary control.	Rotary control only zooms map & functions within CarPlay / Android Auto.