Technical Service Bulletin

Topic	Questionnaire For All Technical Connected Car Queries
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2079669/1
Level	EH
Status	Released for publishing
Release date	Jan 6, 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions	functionality	

Vehicle data

All Models | 20MY - Onwards

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*

ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

Documents

Document name
master.xml
retailer_questionnaire.pdf

Condition

This questionnaire is designed to gather all necessary information from retailers before escalating a technical request through DISS for connected car related issues.

Technical Background

This is to ensure relevant details are accessible to address the issue efficiently and effectively. If this isn't filled out correctly then the technical request will be returned and marked as avoidable. Refer to the measure section for more information.

Production Solution

Not Applicable

Service

Please refer to the attachment and fill in the information on the Full Questionnaire For All Technical Connected Car Queries.

Full Questionnaire For All Technical Connected Car Queries

Questions for General Connected Car Queries

1) Provide a detailed description of customer complaint

2) Provide the customer email associated with their My Bentley account?

3) If a error message is displayed on the My Bentley App, please provide the associated message below accompanied by a screenshot.

4) If a fault code is displayed on the My Bentley App, please provide the associated code below accompanied by a screenshot.

5) Since when has this issue started happening?

6) Has the service worked previously and if so when did it stop?

7) When was the last time the connected services worked?

8) Has anything changed? E.g. new customer phone, Phone update or app update?

9) Has anything changed after a retailer visit? E.g. a module replacement or a software update

10) What troubleshooting has been attempted by the technician? Please ensure detailed troubleshooting is filled out.

11a) Provide the Phone Model	11b) Phone software version	11c) My Bentley version

12) Is the customer logged into the APP?

13) Has the customer set their S-PIN?

14) Is the vehicle in a good signal area? E.g. outside in view of clear sky

15) Does the issue happen with the vehicle in multiple locations or in just one particular location?

16) Do any of the In-car services work? If no, what colour is the E-Call light? If the E-Call light is green, what in-car services work? E.G. Weather/News

17) What DATA connection is used for the in-car services? Embedded sim or tethering from a Phone/Using SIM card?

18) Has an Infotainment factory settings, Infotainment hard reset, KL30 disconnect or Conbox restart been carried out?

19) What is the LTE signal bar status on the Infotainment screen?

20) Provide the latest possible timestamp when the issue last happened

21) Has the customer set the Online user? (Only applicable to 25 model year Bentayga, Continental GT and Flying spur models due to Asterix)

22) Please ensure a full Measured value block log of Conbox (0075) is uploaded for review. (This is to be carried out in a good connection area with a clear view to the sky)

What is the Visible/Tracked Satellite status?	What is the Antenna signal strength?	What is the GSM/LTE/TCP status?

Extra Questions Required For E-Call Specific Connected Car Queries
1) Is the E-Call light red, green or clear?
2) When the E-Call button is pressed, what was the audio message that was communicated? (Please record this for review)
3) On the E-Call attempt what was being displayed on the Infotainment screen

Extra Questions Required For PUN Specific Connected Car Queries
1) Has the customer's account been verified on CCAT, what is the current status of the account and is another user currently set as the PU
2) Is the customer inputting the correct credentials into the correct field (S-PIN/Email/Account Password/Vehicle code)
3) If the user list is being failed to generate, has a KL30 disconnect, service immobiliser ran for cGW (0019) and a replace test been ran for cGW (0019) without physical replacement

This form must be completed for all remote service complaints. Each troubleshooting attempt should be conducted from a different physical location to ensure comprehensive testing.

For each attempt:

Capture a screenshot of the error displayed on the app screen.
Upload the screenshot to the DISS attachments section.
Name the file according to the corresponding attempt (e.g., Attempt1, Attempt2, etc.).

		Date/Time stamp (CST)	Successful or error received Y/N	

	Vehicle Location (Address/What3Words/coordinates			Error code received if attempt failed
Attempt 1				
Attempt 2				
Attempt 3				
Attempt 4				
Attempt 5				