

Technical product information

Topic	Connected car user list - Error message shown within the MMI
Market area	China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2067831/3
Level	EH
Status	Released for Publication
Release date	Feb 23 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> online services	functionality	

Vehicle data

Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*

Continental GT

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		*	*	*
3S3*	2023	E		*	*	*

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The user list is not populated when selected on the MMI, the following message is evident:

Connected Car User List Could Not Be Obtained Due to Communication Problem error message shown within the MMI (Figure 1)

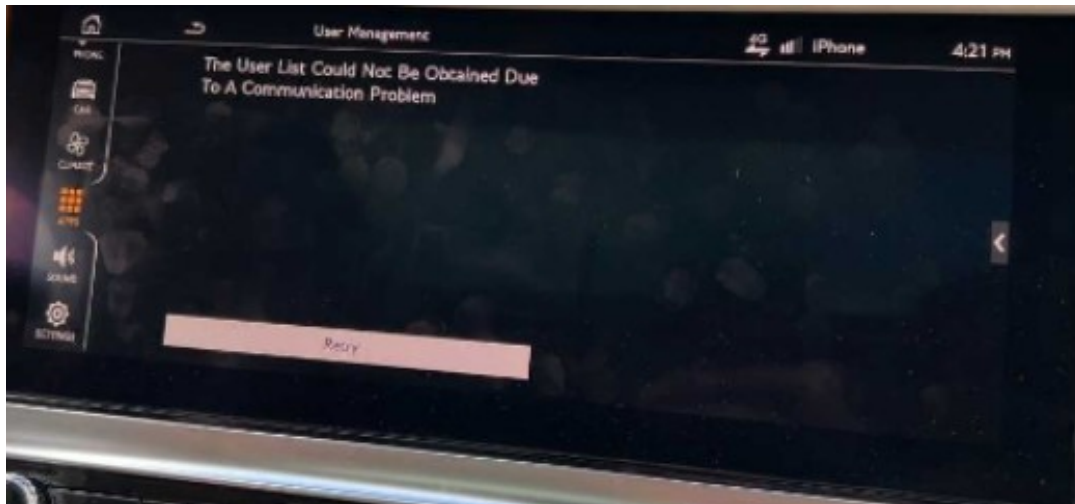


Figure 1

NOTE: The signal bars shown in the upper section of (Figure 1) are not indicative of the mobile network operator signal strength at that particular location (these relate to the user's mobile phone SIM).

Technical background

In the event the issue is as described please refer to the Measure section of this TPI.

Revision History

2067831/3 - Measure section steps updated to include further fault resolution actions.

Production change

Not applicable

Measure

This issue can be evident when attempting to select new users or nominate a primary user during first time set-up of connected features

NOTE: This error message is displayed due to a lack of signal strength or poor signal strength from the mobile network operator at that particular location.

The retailer should advise the customer of the following:

1) Relocate the vehicle to a different location with stronger signal strength “(this includes ensuring the vehicle is not in an underground location or without clear view of the sky)”

Or

Attempt to populate the user list at a different time

2. If vehicle relocation is unsuccessful in resolving the issue. Perform a hard reset of the MMI by pressing and holding the volume button on the switch pack for 30~ seconds until you see the Bentley logo re-appear on the display.

If the issue is unresolved, perform the following troubleshooting step

Perform a battery pull (terminal 30 fuse reset).

Disconnect the 12v battery power and reconnect after a period of 30 minutes.

If the issue is still unresolved, perform a virtual replacement of the gateway module 0019 (Without physical replacement)

- Connect the Vehicle tester to the car.
- Open Guided functions
- Open Body
- Open Electrical system
- Open Self capable diagnostic system
- Open Data bus diagnostic interface - J533
- Open Functions
- Follow the test plan for Replace control module



NOTICE

If faults persist after performing the steps above, please raise a full technical DISS query



Include the following in the full technical DISS query:

- VIN, model, MY
- Customer Statement: “2080808 Support”
- Symptom description
- Complete diagnostic logs.

Warranty accounting instructions

Warranty type: 110 or 910

Damage service number: 90 35

Damage code: 00 55

Battery Disconnect

Labour operation code: 97 85 09 00

Time: 10 TU (Continental GT/GTC)

Time : 20 TU (Flying Spur)

Virtual replacement of Gateway module - 0019

Labour operation code: 01 51 00 00

Time: 20 TU

Customer information

Technical DISS queries should only be raised if the steps instructed in the *Measure* section do not result in a successful attempt at setting up the Remote Services.