

Technical product information

Topic	TSR Media, Radio and Audio Output - Not Functional
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2080757/2
Level	EH
Status	
Release date	15 Jul 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> infotainment sys. control using buttons, control panel, display panel	functionality	
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions	functionality	
information, navigation, communication, entertainment -> radio mode	functionality	
information, navigation, communication, entertainment -> navigation mode	functionality	
information, navigation, communication, entertainment -> media playback	functionality	
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications	functionality	

Vehicle data

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2026	E		*	*	*

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2026	E		*	*	*

4V1*	2027	E		*	*	*
ZV1*	2026	E		*	*	*
ZV1*	2027	E		*	*	*

Documents

Document name
master.xml



Connection offline

Technical product information

Transaction No.: **2080757/2**

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Customer statement / workshop findings

Customer Statement

Customers may report one or more of the following:

- Touch Screen Remote (TSR) media interface is nonfunctional.
- No audio output from radio, media sources, or system sounds.

Workshop Findings

The customer concern has been confirmed during workshop investigation, along with one or more of the following:

- Following ignition cycle or bussleep recovery, TSR2 and the Main Unit may not establish/restore communication.
- No relevant DTCs may be stored in connected infotainment or gateway control modules.

Technical background

In specific scenarios communication between the TSR2 and the Main Unit may not initialise as expected.



Refer to the *Measure* section and carry out all required steps to completion.

Production change

Under Review

Measure

1. Perform a complete vehicle diagnostic scan.
2. Document any stored DTCs (if present), clear, and retest.
3. Replicate the concern:
Cycle ignition OFF → ON.
Allow vehicle to enter bus sleep, then wake and reassess infotainment audio.
4. If the condition persists, proceed to DISS.



NOTICE

Please raise a full technical DISS query and escalate it to second-level review by the Electrical TM.



Include the following in the full technical DISS query:

- VIN, model, MY, software/part numbers for TSR2 and Main Unit.
- Symptom description.
- Complete diagnostic logs.

Warranty accounting instructions

Warranty Type – 110 or 910

Damage Service Number – 91 04

Damage Code – 00 40

Labour

Time to perform GFF diagnosis

Labour Operation Code – 01 50 00 00

Time – 10 TU

Parts information

Do not replace components unless specifically directed by Bentley Product Support via DISS.