

Technical product information

Topic	Navigation Map Update Process - MIB2 Infotainment Systems
Market area	Australia E04 Bentley rest Asia and Australia (6E04), Germany E02 Bentley rest Europe (6E02), India 938 Indien; SKODA AUTO Volkswagen India (6938), Japan E03 Bentley Japan (6E03), 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)
Brand	Bentley
Transaction No.	2081882/1
Level	EH
Status	Released for publishing
Release date	May 28 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications -> customer portal application -> map update (customer portal)	control units, services -> wrong / out-of-date software status	

Vehicle data

Continental GT/GTC

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		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*

Mulsanne Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2017	E		*	*	*
3Y2*	2018	E		*	*	*
3Y2*	2019	E		*	*	*
3Y2*	2020	E		*	*	*
3Y6*	2017	E		*	*	*
3Y6*	2018	E		*	*	*
3Y6*	2019	E		*	*	*
3Y6*	2020	E		*	*	*

Bentayga Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	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		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name

Customer statement / workshop findings

The customer requests improved and/or newer navigation functionality, including access to the latest navigation maps and updated map content.

Technical background

For vehicles equipped with MIB2 infotainment systems, improvements to navigation functionality are delivered via navigation map updates. Navigation map updates for MIB2 systems must be carried out strictly in accordance with the procedure described in the Measure (Work Section) of this TPI.



Important information for retailers:

- A unique activation code is required for each vehicle
- Activation codes must be requested via BPS through the accessory service call process
- Navigation map updates are considered feature enhancements, not fault rectification.

Production change

-

Measure

Navigation Map Update Procedure - MIB2

1. Confirm customer requirement for improved or newer navigation functionality



To check the current navigation database level, follow the process below:

Main Menu → CAR → System Settings → System Maintenance → Version Information → Navigation Database Version

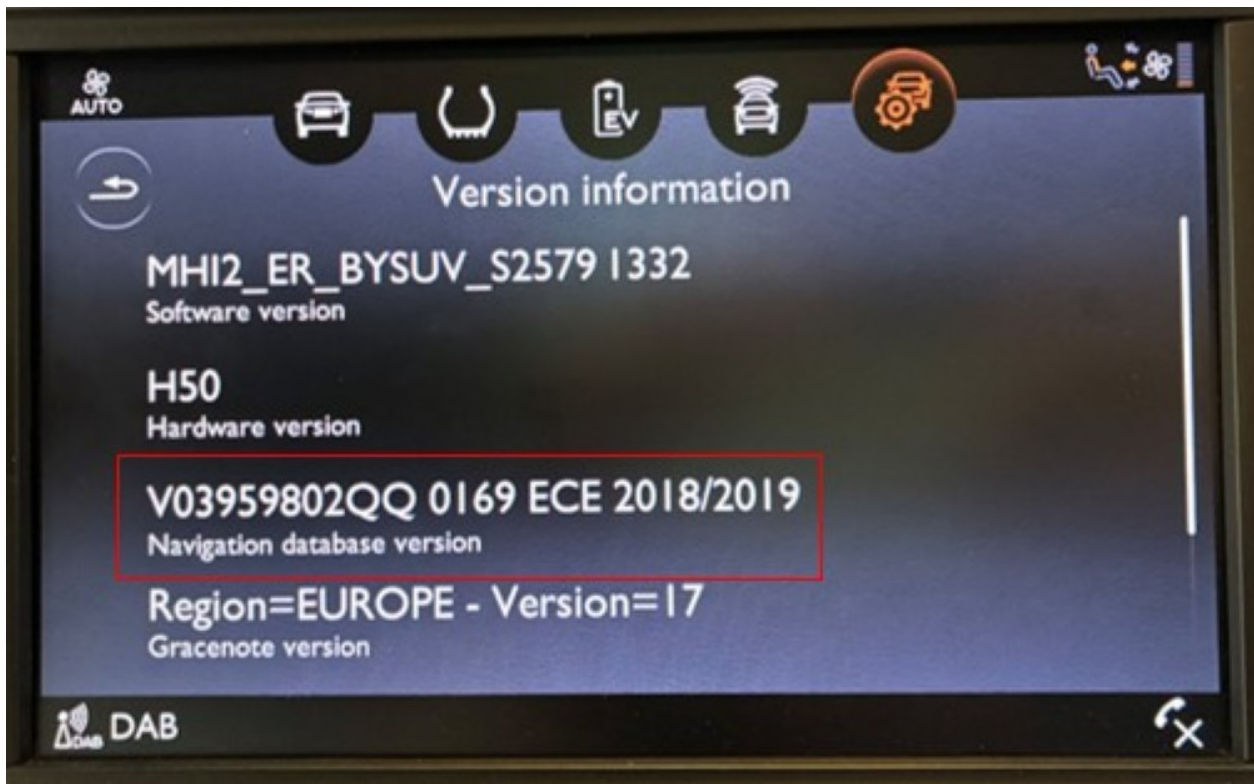


Figure 1. *Navigation Database Software Level Check*

NOTICE

Figure 1 for reference only. If the software level shown is outdated, proceed with the onward instructions. If current, end the procedure.

Also, using the VIN, search ETKA > accessories to confirm if the vehicle is applicable for the software licence / navigation map update before proceeding.

If no applicable navigation map update or software licence is available for the vehicle, inform the customer accordingly and end the procedure.

← 035-005

✓ VIN match
Selected items

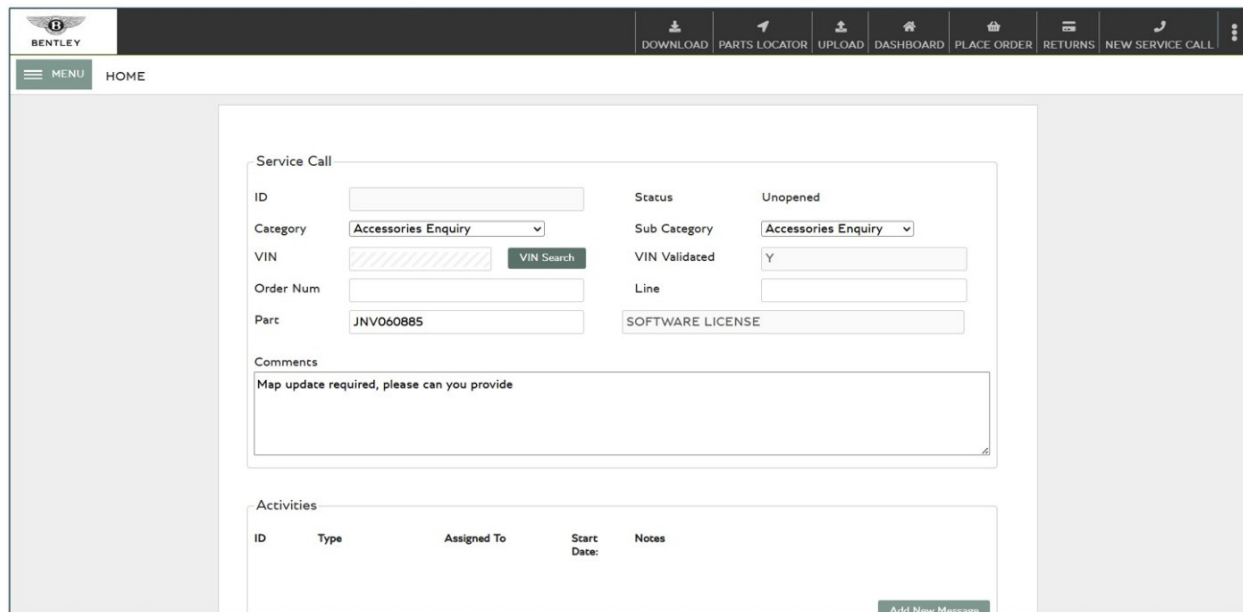
Pos	Part Number	Description	Remark
		Genuine accessories SD memory card for updating the navigation data D >> - MJ 2023	2 YEARS
☐ 1	JNV 060 885	Software license	

Figure 2. *Navigation Map Update Eligibility Check (VIN Based ETKA Verification)*

2. Request the activation code via BPS.

 **NOTICE**

Retailers must raise an accessories service call to request the activation code. Ensure the customer has been informed of any applicable charges before proceeding.



The screenshot shows the Bentley BPS web interface. At the top is a navigation bar with the Bentley logo and links: DOWNLOAD, PARTS LOCATOR, UPLOAD, DASHBOARD, PLACE ORDER, RETURNS, NEW SERVICE CALL. Below this is a 'MENU' button and a 'HOME' link. The main content area displays a 'Service Call' form. The form has the following fields: ID (text input), Category (dropdown menu set to 'Accessories Enquiry'), VIN (text input with a 'VIN Search' button), Order Num (text input), Part (text input set to 'JNV060885'), Status (dropdown menu set to 'Unopened'), Sub Category (dropdown menu set to 'Accessories Enquiry'), VIN Validated (text input set to 'Y'), Line (text input), and a 'SOFTWARE LICENSE' field. Below these is a 'Comments' section with a text area containing the text 'Map update required, please can you provide'. At the bottom of the form is an 'Activities' table with columns: ID, Type, Assigned To, Start Date, and Notes. There is an 'Add New Message' button at the bottom right of the form.

Figure 3. BPS Activation Code Request

3. Download Map Data from FMC (Flash Media Creator) onto the SD Card

The required software file has been uploaded to FMC. It can be accessed by selecting the appropriate software part numbers. FMC Instructions have been issued and are available in English and German from one of the following sources:

- Bentley Hub
- Mirror Server: mirror.server/dav/FMC

Prepare an SD card and transfer the relevant software file to the device as specified in the matrix below.



HINT: If the PC used does not have an SD card slot, an SD to USB adapter may be used. The adapter must be sourced locally.



HINT: The SD card can be retained and used multiple times for different vehicles, only a new activation code / PIN is required per vehicle.



HINT: Ensure the SD card has a minimum capacity of 32 GB, is clearly labelled, and is stored under the corresponding FMC software name.

Region	Applicable Software Name on FMC
EU / UK	MIB2EUQ325
NAR	MIB2NARQ325
RoW	MIB2ROWQ325
Japan	MIB2JPNQ325
Taiwan	MIB2TWNQ325

4. Perform ODIS Activation

- a. Connect vehicle battery support
- b. Start an ODIS diagnostic session
- c. Select: Special Functions → SVM → Activations

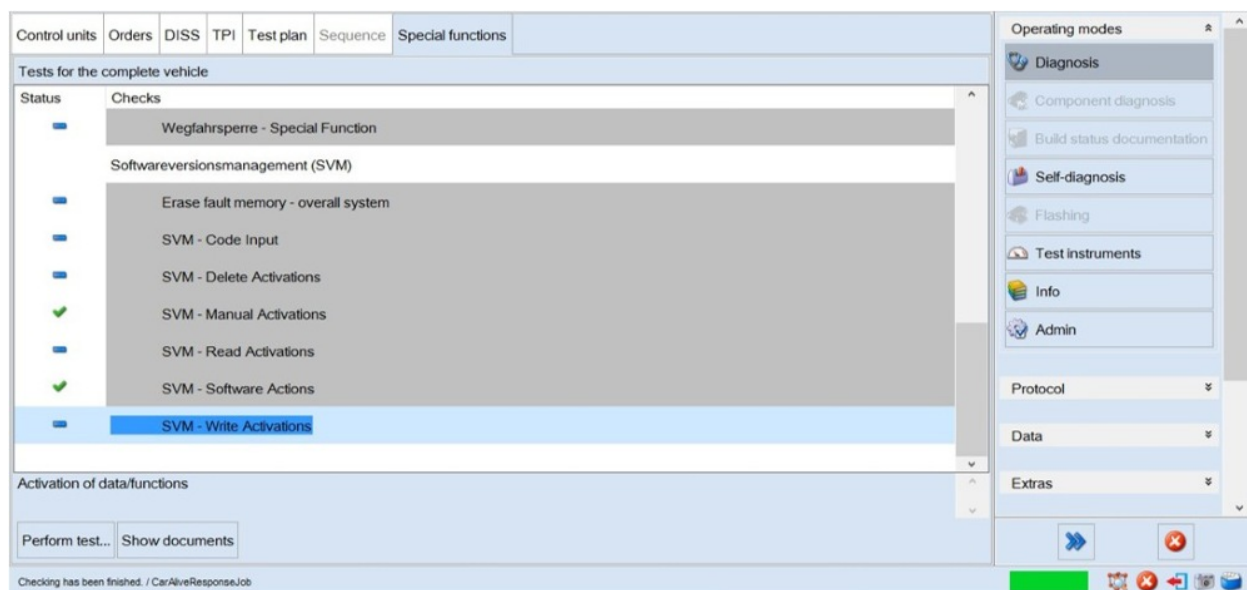


Figure 4

- d. Select: Option 1 – “Activate newly acquired data functions”

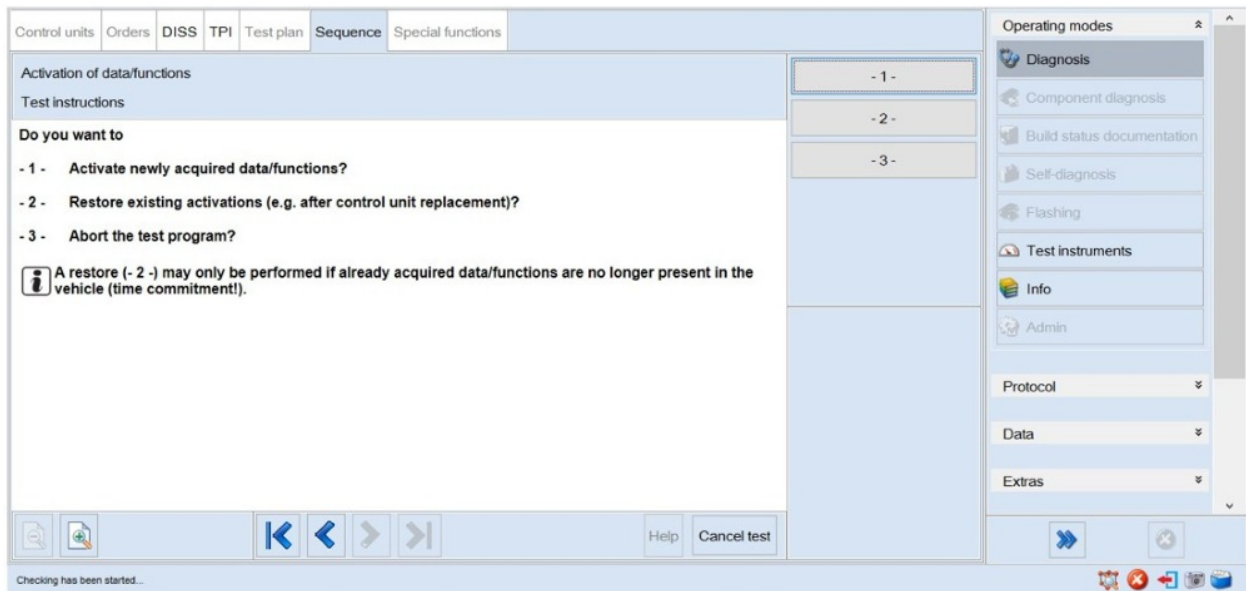


Figure 5

e. Follow all onscreen instructions

f. When prompted, enter the following details provided from BPS (Step 2):

– Activation Code

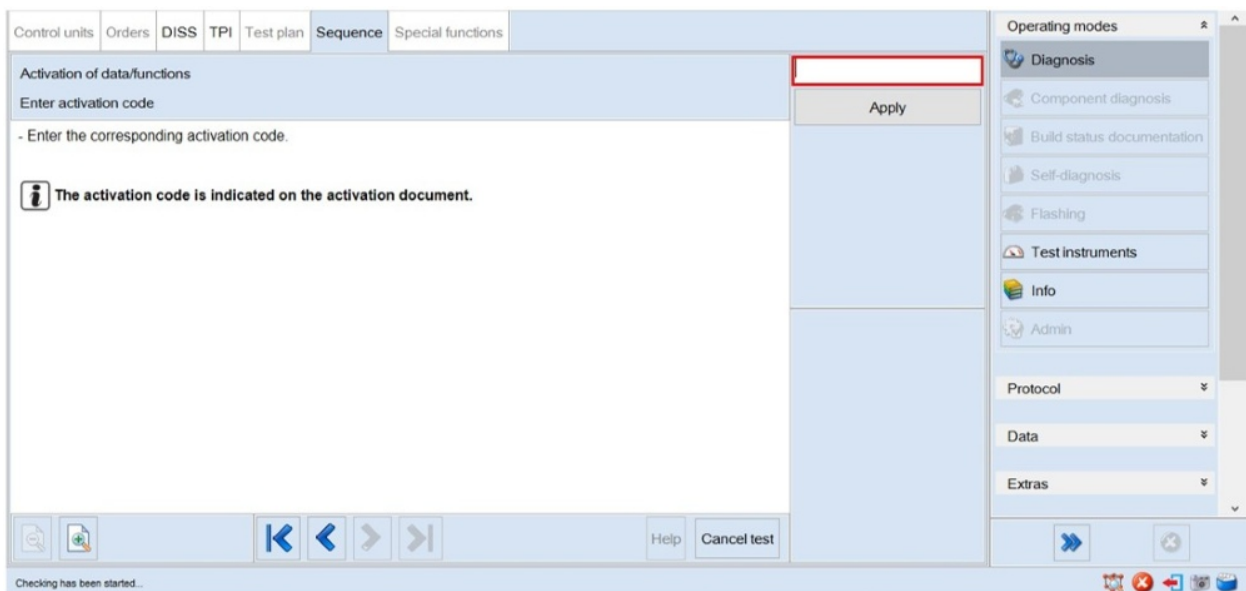


Figure 6

– Activation Number

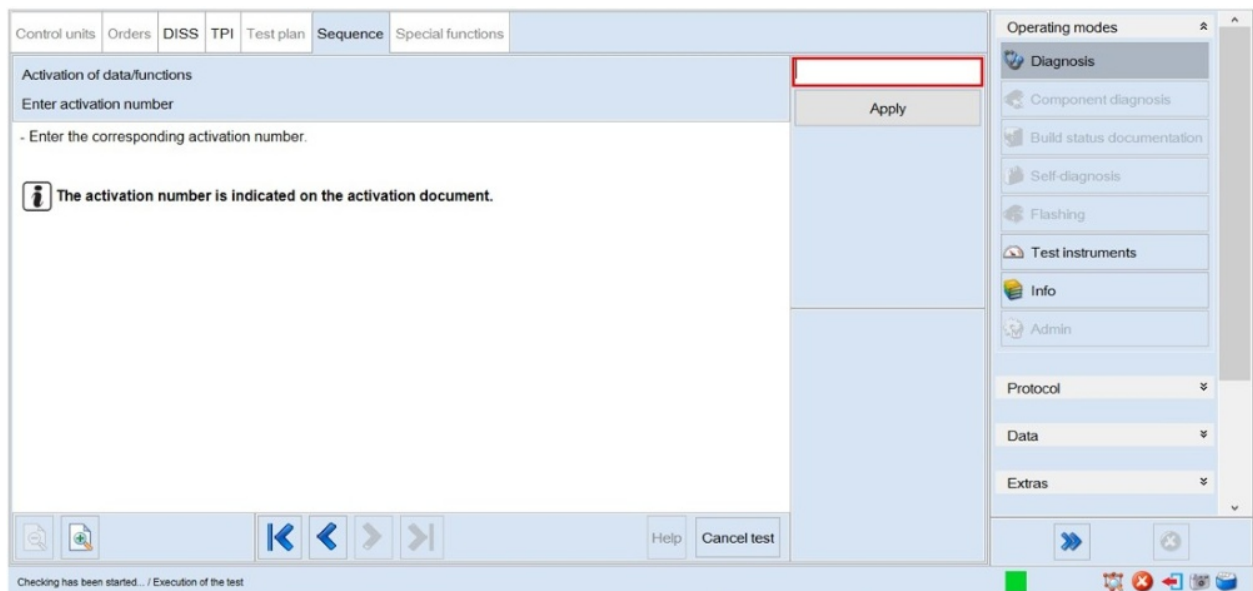


Figure 7

– PIN



Once the PIN has been entered and the user clicks Apply, they will be prompted to confirm the details. After confirmation, the update will begin and be performed on the vehicle.

g. If the activation is successful, two messages will be displayed (shown below) confirming success and advising that the activation code has been used and can no longer be applied to another vehicle. If the update is unsuccessful or the expected screens are not displayed, refer to Step 6.

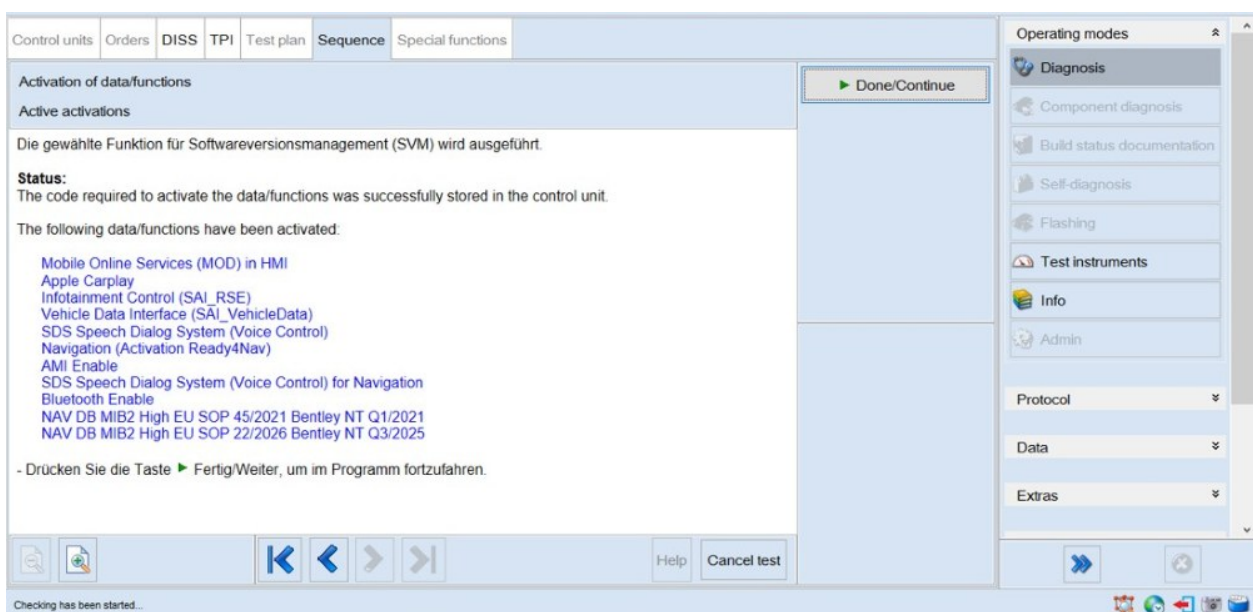


Figure 8

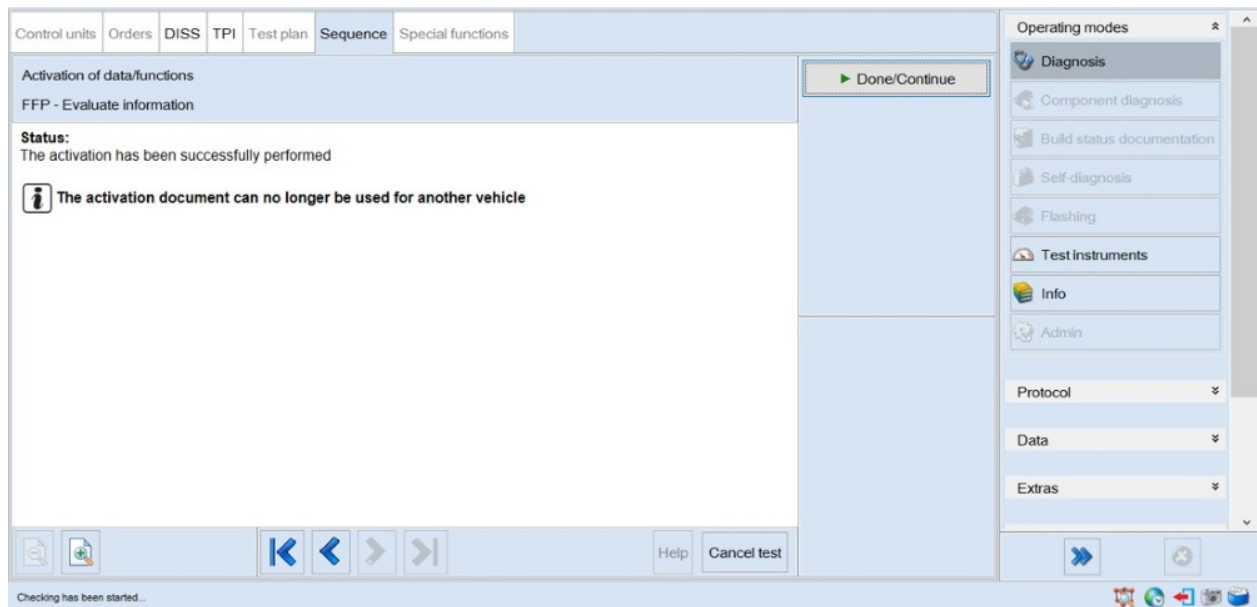


Figure 9

NOTICE

If the update is unsuccessful or the expected screens are not displayed, do not repeat activation attempts, refer to Step 6.

5. After successful completion of the ODIS activation, insert the SD card containing the map data from Step 3 and perform the map database installation on the vehicle as outlined below.

- a. Connect a charger to the vehicle.
- b. Turn the ignition ON.
- c. Insert the SD card containing the map information into either "Slot 1" or "Slot 2" in the control unit 1 for information electronics -J794- (located in the glove compartment).
- d. On the MMI display, simultaneously hold the Back and Media buttons for 5 seconds (push "Back" first).
- e. The MMI display will now ask which "Slot" the SD card is inserted into, select the relevant option.
- f. Select Standard



Figure 10

g. Select Start update.



To begin the update process, you may need to press "Start Update" twice

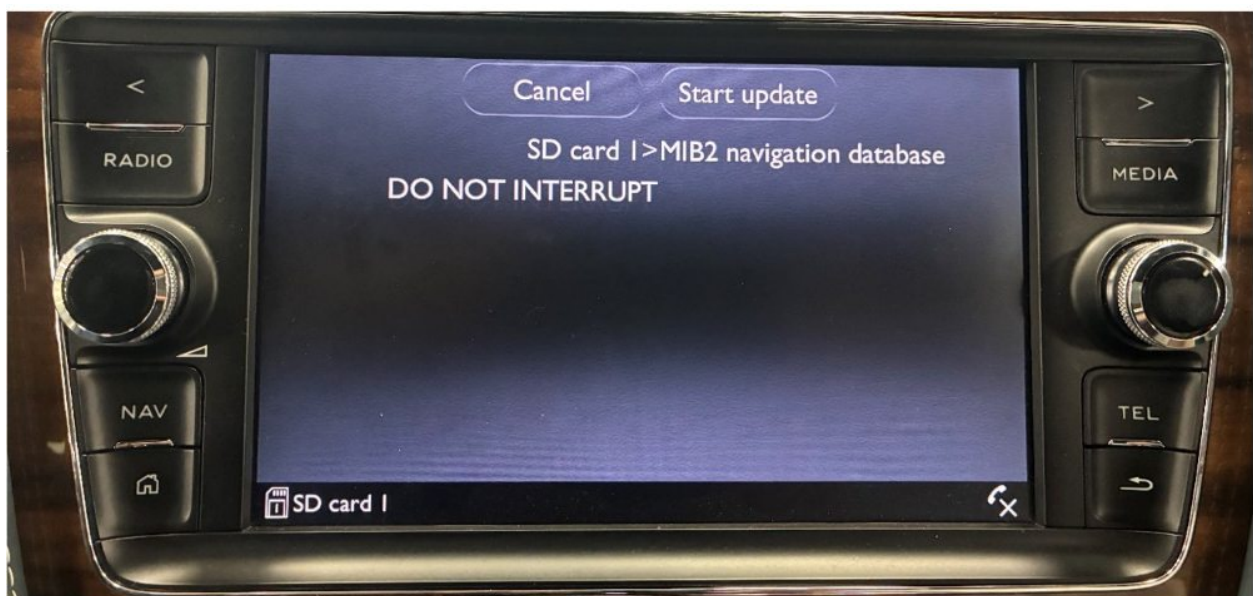


Figure 11

h. The Display will then Reboot

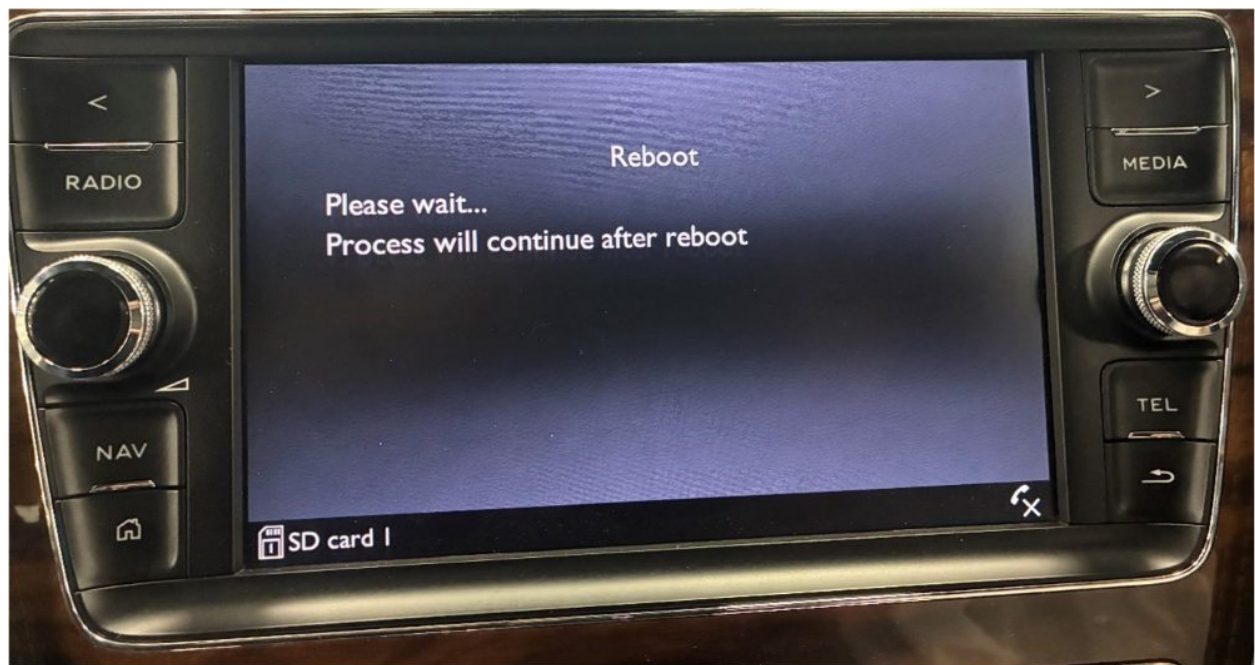


Figure 12

- i. The system will automatically cycle through and install updates for each region individually.



This process may take approximately 30 minutes to complete.

Finalising Initialisation

- j. Once the update is complete the screen will display "Compare version" press Cancel.

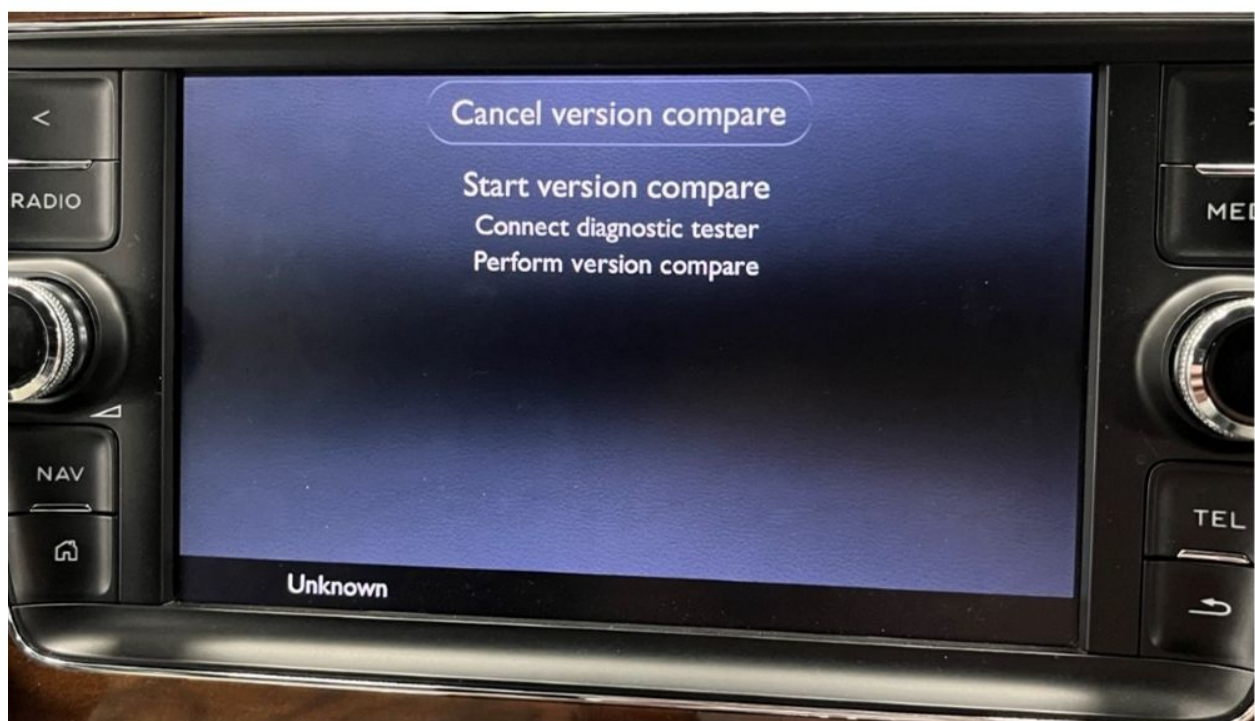


Figure 13

k. Verify map functionality and confirm that the update has been successfully completed.



Figure 14



Check the current navigation database level is up to date, follow the process below:

Main Menu → CAR → System Settings → System Maintenance → Version Information → Navigation Database Version

6. If the update is unsuccessful or the latest database level is not up to date, do not repeat activation attempts.



Raise a Full Technical DISS query with following included:

- VIN
- Activation code details
- All relevant diagnostic protocols sent "online"
- Description of the issue