



Connection offline

Technical product information

Topic	Wi-Fi and Apple CarPlay Connectivity Not Available or Intermittent
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2082319/1
Level	EH
Status	Released for publishing
Release date	June 18 2026

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications -> display of mobile telephone screen (Apple CarPlay) -> telephone function (Apple CarPlay)	functionality -> without function / defect	
information, navigation, communication, entertainment -> online services -> Wi-Fi p connection	functionality -> without function / defect	

Vehicle data

Continental GT/GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2026	E		*	*	*
Z24*	2026	E		*	*	*

Flying Spur

Sales types

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

Documents

Document name
master.xml



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Technical product information

Transaction No.: 2082319/1

Wi-Fi and Apple CarPlay Connectivity Not Available or Intermittent

Customer statement / workshop findings

Customer Statement

Customers may report that the WiFi symbol is greyed out, a mobile device cannot be connected, and Apple CarPlay connectivity is intermittent or unavailable.

Workshop Findings

Customer complaint regarding can be reproduced or confirmed during vehicle inspection alongside the following:

- WiFi function unavailable or disabled in the infotainment system
- Mobile device cannot establish or maintain WiFi connection
- Apple CarPlay disconnects during use or fails to initialise



Concern confirmed on vehicles equipped with Conbox software versions SW360 or SW366

Technical background

A software update package is available to address this customer concern. Performing this vehicles software update will allow the vehicle to return to full operation as intended and restores full system integrity.

If the customer statement and workshop findings are verified. Refer to the *measure section* and complete all applicable steps to completion.

Production change

Software enhancement applied in series production.

Measure



NOTICE

Authorisation must first be obtained via a Full Technical DISS query prior to performing this software update. No warranty claims will be authorised unless authorisation via DISS is obtained.



CAUTION

If the following campaigns are marked as an outstanding campaign in ElsaPro, they must be completed before starting this update: ED54, ED55, ED56, ED85



HINT: If a vehicle has already been updated to (Baseline Integration Level) BIL 108.3 Diagnostic addresses (DA) 008C, 8104 will already be at the target value.

Resolve by performing software updates to the following control units:

Previous Software	New Software
DA [008C] HV Battery Management Control Module – 0204	DA [008C] - 0207
DA [8104] High Voltage DC/DC Converter - 0002/ 0005	DA [8104] - 0010
DA [0008] HVAC Control module - 0670	DA [0008] - 0850
DA [0075] Telematic Control Module - 360/ 366/ 390	DA [0075] - 0394 <i>*Only for 26MY Cars that do NOT have the PR codes: CPC IV9 CPC IV0</i>

Software Update Instructions



CAUTION

The Bentley ODIS-S Brand Version **MUST** be at least 2.35.9 (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 14.8v 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

Preparation before update



WARNING

Vehicles using a High voltage system MUST only be worked on by suitably qualified personnel



CAUTION

During the update, switch off all unnecessary consumers. For example, ventilation, seat heaters, interior illumination, exterior lights etc.

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 above.

Read identification data from diagnostic address 008C – HV Battery Management Control Module.

Right click the control unit → Guided Functions → Read Identification Data.

- If software version = 204:



WARNING

De-energise the high-voltage system via ODIS-S. Refer to ElsaPro, Repair Group 93 - "De-energising high-voltage system" to do so.

- If software version = 207 (target version):

→ Proceed directly to SVM Code Input 1 without shutting down the High Voltage System

SVM Code Input 1



CAUTION

At this point, a suitable battery charger must be connected to the vehicle.

1. After a suitable battery charger is connected, select the Special Functions tab.
2. Navigate to 'SVM - Code Input' and enter the SVM Code.
 - a. If the vehicle is any variant of a Continental GT or GTC, enter the SVM Code: **"372BIL108401"**.
 - b. If the vehicle is any variant of a Continental Flying Spur, enter the SVM Code: **"373BIL108401"**.



NOTICE

Ensure that the Mirror server is connected when running the SVM code.

3. On the next screen, ensure that the SVM code is correct.
4. You will be shown the communication type. This **MUST** be set to "DoIP".
 - a. If "DoIP" is not selected, select option 3 until the communication type is set to "DoIP".
5. Ensure that the diagnostic device remains connected for the duration of the update.
6. Follow all on-screen prompts until the program ends.
 - a. You may be required to perform various ignition cycles during the test so ensure that you are situated around the vehicle/ODIS-S device for the full update.
7. If you encounter any errors during the update, please refer to TPI 2078962 - 'ODIS Error Message – Best Practice When Performing Baseline (BiL) Updates'.
 - a. Please raise a FULL TECHNICAL DISS query.
 - b. Customer Statement: "2082319 Support"
 - c. Workshop Findings: Give a summary of the error encountered and ensure that the latest Guided Fault-Finding log is submitted online.

8. Read the identification data from each ECU in the table below and verify that software versions match the target.

Right click relevant control unit > Guided Functions > Read Identification Data

Diagnostic Address	ECU name	Target Software version
008C	BMC	0207
8104	DC/DC Converter	0010
0008	HVAC	0850
0075	Telematic Control Module	0394 <i>*Only for 26MY Cars that do NOT have the PR codes:</i> <i>CPC IV9</i> <i>CPC IV0</i>

If the software does not match the target software. Rerun SVM code input, If the software version cannot be corrected.

- a. Please raise a FULL TECHNICAL DISS query.
- b. Customer Statement: "2082319 Support"
- c. Workshop Findings: Give a summary of the error encountered and ensure that the latest Guided Fault-Finding log is submitted online.

SVM Code Input 2

9. Navigate to 'SVM - Code Input' and enter the SVM Code.

- a. If the vehicle is any variant of a Continental GT or GTC, enter the SVM Code: "**372BIL108402**".
- b. If the vehicle is any variant of a Continental Flying Spur, enter the SVM Code: "**373BIL108402**".

10. Follow the steps 2-6.

11. If you encounter any errors during the update, please refer to TPI 2078962 - 'ODIS Error Message – Best Practice When Performing Baseline (BiL) Updates'.

- a. Please raise a FULL TECHNICAL DISS query.
- b. Customer Statement: "2082319 Support"
- c. Workshop Findings: Give a summary of the error encountered and ensure that the latest Guided Fault-Finding log is submitted online.

12. After successful completion of the update, perform the following.

- a. Turn off the ignition
- b. Remove all equipment from the car (Diagnostic tester/dongle, battery charger, keys)
- c. Close all doors, windows, bonnet and boot lid
- d. Lock the vehicle to perform a CAN-BUS sleep (wait 15 minutes).

 **WARNING**

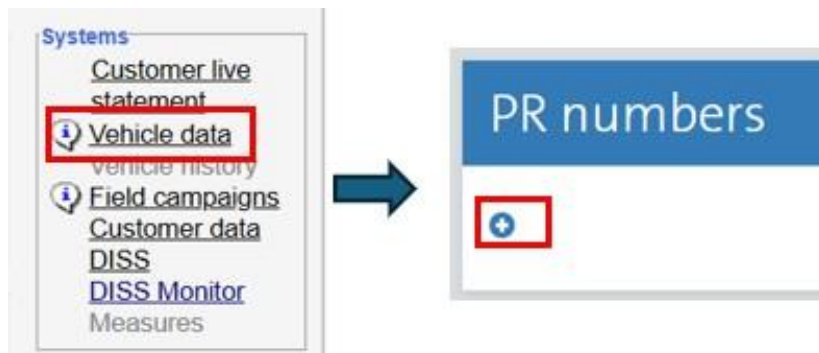
Re-energise the high-voltage system via ODIS-S. Refer to ElsaPro, Repair Group 93 - “Re-energising high-voltage system” to do so.

Applicability	Diagnostic Address	Target Software Version
All	0008	0850
All	008C	0207
All	8104	0010
26MY Cars that do NOT have the PR codes: CPC IV9 CPC IV0	0075	0394



The PR code of a vehicle can be identified by the following:

With the vehicle VIN loaded, navigate in ElsaPro to Systems → Vehicle Data → PR Numbers.



Example of CPC PR Number:

Show 50 entries

Search: cpc

PR number	Source	Family	Description
JE3	L	CPC	Connect Package - EU

13. After 15 minutes, unlock and open the driver's door. Turn on the ignition, re-connect the battery charger and diagnostic dongle.

14. Re-run guided fault finding and clear DTCs. If any faults are present, refer to TPI 2075920. If any other faults are present, please raise a full DISS query with a full GFF log uploaded online stating the error encountered.

15. If in the event the issue is not resolved the operative must respond via an existing DISS query or raise a new technical DISS query and await a response before conducting any further work.

Warranty accounting instructions

Warranty Type - 110 or 910

Damage Service Number - 87 11

Damage Code - 00 40

Time to perform SVM Update

Labour Operation Code: 01 51 00 00

Time: As per ODIS log (Must not exceed 100 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.