

# Technical product information

|                 |                                                                                                                                                                                                                                                                                                                            |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic           | Remote Park Assist (RPA) - Activation and Troubleshooting Guidance                                                                                                                                                                                                                                                         |
| Market area     | Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03), Korea, (South) E08 Bentley South Korea (6E08),United Kingdom E01 Bentley UK (6E01), United States E05 Bentley USA and rest America (6E05) |
| Brand           | Bentley                                                                                                                                                                                                                                                                                                                    |
| Transaction No. | 2082626/1                                                                                                                                                                                                                                                                                                                  |
| Level           | EH                                                                                                                                                                                                                                                                                                                         |
| Status          | Released for Publishing                                                                                                                                                                                                                                                                                                    |
| Release date    | July 9, 2026                                                                                                                                                                                                                                                                                                               |

## New customer code

|                                                                         |                |          |
|-------------------------------------------------------------------------|----------------|----------|
| Object of complaint                                                     | Complaint type | Position |
| driver assist systems, convenience features -> Park Assist, parking aid | functionality  |          |

# Vehicle data

## Bentayga Series

### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 4V1* | 2024 | E     |             | *           | *            | *                |
| 4V1* | 2025 | E     |             | *           | *            | *                |
| 4V1* | 2026 | E     |             | *           | *            | *                |
| ZV1* | 2024 | E     |             | *           | *            | *                |
| ZV1* | 2025 | E     |             | *           | *            | *                |
| ZV1* | 2026 | E     |             | *           | *            | *                |

## Continental GT/GTC/Flying Spur

### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| Z23* | 2025 | E     |             | *           | *            | *                |
|      |      |       |             |             |              |                  |

|      |      |   |  |   |   |   |
|------|------|---|--|---|---|---|
| Z23* | 2026 | E |  | * | * | * |
| Z24* | 2025 | E |  | * | * | * |
| Z24* | 2026 | E |  | * | * | * |
| Z32* | 2025 | E |  | * | * | * |
| Z32* | 2026 | E |  | * | * | * |

## Documents

| Document name              |
|----------------------------|
| <a href="#">master.xml</a> |

## Customer statement / workshop findings

### Customer Statement

The customer or retailer reports that the Remote Park Assist (RPA) function cannot be initiated through the My Bentley App, or that the application is unable to establish a connection with the vehicle to begin a remote parking manoeuvre.

Typical customer comments may include:

- "Remote Park Assist will not start."
- "The app cannot find the vehicle."
- "The vehicle will not connect."
- "Parking manoeuvre cannot be initiated."
- "The Start Connection function is unavailable."
- "The vehicle disconnects during activation."

### Workshop Findings

In many reported cases, no vehicle fault is present. Investigations have identified that unsuccessful RPA activation is commonly related to one or more of the following:

- Remote Park Assist preconditions not being met.
- Bluetooth connection instability between the mobile device and vehicle.
- Location services disabled on the customer's mobile device.
- Vehicle key located outside the required operating range.
- Additional keys present inside the vehicle.
- Traffic, obstacles or pedestrian detection preventing manoeuvre initiation.
- User logged into an incorrect My Bentley account or online user profile.
- Environmental conditions affecting communication between the vehicle and mobile device.



**Before raising a Technical Support case, retailers must verify all preconditions and troubleshooting steps contained within this TPI**

## Technical background

Remote Park Assist allows the vehicle to perform low-speed parking manoeuvres while being controlled through the My Bentley App. For safety and security reasons, several vehicle, key, environmental and connectivity conditions must be satisfied before the service can be activated.

If any required condition is not met, the feature may be unavailable, fail to connect, disconnect unexpectedly or prevent manoeuvre commencement.

The pre conditions in the '*Measure*' section must be fulfilled before attempting to activate the service.

## Production change

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## Measure



### Troubleshooting Procedure

Before creating a Technical Support query, complete the following checks:

#### Verify Vehicle Preconditions

**Confirm:**

- Off-Road Mode is deactivated (Bentayga only).
- Vehicle key is within 3.5 m of the vehicle.
- All doors and flaps are fully closed.
- No occupant interaction within the vehicle.
- No spare key remains inside the vehicle.
- Traffic and obstacles are not present.

#### Verify Mobile Device Requirements

**Confirm:**

- Bluetooth is enabled.
- Location services are enabled.
- Mobile network signal is stable.
- User is logged into the correct My Bentley account/online user profile.

#### Perform Remote Park Assist Activation

- Open the My Bentley App.
- Select Car Remote from the bottom menu.
- Select the Remote Parking tile.
- Ensure Bluetooth is active and stable.
- Ensure Location Services are active.
- Start Automatic User Identification.

- Confirm the vehicle key remains within 3.5 m of the vehicle.
- Wait while the application searches for the vehicle.
- Select Start Connection.
- When connected, select Start Parking.
- Press and hold the Start/Stop button within the application to start the engine.
- Select the desired parking direction.
- Complete the parking manoeuvre.
- Enter the vehicle after completion.



If all preconditions have been satisfied and the issue remains reproducible:

- Record detailed customer complaint information.
- Confirm the concern can be reproduced.
- Capture relevant screenshots where possible.
- Raise a Technical Support DISS query including all troubleshooting steps completed.

### Additional Important Information and System Limitations

|                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------|
|  <b>NOTICE</b>                          |
| <p>Failure to observe the following limitations may result in unsuccessful operation of the Remote Park Assist system.</p> |

#### Environmental Considerations

- Avoid operation in heavy rain or adverse weather conditions, as Bluetooth performance may be affected.
- Ensure a reliable mobile network connection is available.
- Avoid environments with significant wireless interference.

#### Multiple Device Considerations

- Multiple devices logged into the same My Bentley account should not be used in close proximity.
- Ensure only the intended device is being used for the manoeuvre.

#### Multiple Vehicle Considerations

Avoid operation where several RPA-capable vehicles are located nearby, such as dealership compounds or showrooms, as connection identification may be affected.

## **User Account Verification**

Confirm the online user profile is correctly authenticated and logged in before troubleshooting further.

## **Engine Safety Timeout**

Once the Remote Park Assist session is activated, the engine will automatically switch off after approximately 30 seconds if no user interaction is detected.

## **Operator Positioning**

Do not stand excessively close to the vehicle during operation.

The system relies on effective communication between the mobile device and vehicle antenna.

*Standing too close may result in:*

- Reduced communication performance.
- Connection instability.
- Vehicle obstacle detection interpreting the operator as an obstruction.
- Manoeuvre interruption or cancellation.