Connection offline

Technical product information

Topic	Asterix check for My Bentley error - DTC U163D00 evident in 005F
Market area	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.	2080195/2
Level	EH
Status	Released for publishing
Release date	26 Oct 2026

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
005F - Information electronics 1	U163D00: Android control module No communication		static

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> online services	functionality	
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications -> application for mobile device (app)	control units, services -> error message	
information, navigation, communication, entertainment -> infotainment sys. control using buttons, control panel, display panel	functionality	
information, navigation, communication, entertainment -> mobile telephone functions, customer portal, applications	functionality	

Vehicle data

Continental GT/GTC Flying Spur | 25MY - onwards

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z23*	2027	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z24*	2027	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
Z32*	2027	E		*	*	*

Bentayga Series | 25MY - onwards

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
4V1*	2027	E		*	*	*
ZV1*	2025	E		*	*	*
ZV1*	2026	E		*	*	*
ZV1*	2027	E		*	*	*

Documents

Document name
master.xml

Connection offline

Technical product information	Transaction No.: **2080195/2**
Asterix check for My Bentley error - DTC U163D00 evident in 005F	Release date: 26 Oct 2026

Customer statement / workshop findings

Customer Statement

Customers experiencing a “My Bentley error” on the vehicle MIB, and are unable to use any App studio features, as per the examples in figure 1 and 2 below.



Figure 1. *My Bentley error*



Figure 2. *My Bentley settings unavailable*

Workshop Findings

The customer statement can be replicated in the workshop. The following DTC may also be stored in the information electronics 1 (address word 005F):

U163D00: (Android control module: No communication) Active/Static with symptom code 776

Status: 00001001

NOTICE

NOTE: Some issues with Asterix will not present itself as a fault in the diagnostic log but can be

confirmed with the below checks.

Technical background

Customers may see a “My Bentley error” on the MIB when the 5F control unit (MMI) fails to communicate with the Asterix App Studio plug-in on 25MY vehicles. This means that the customer will be unable to use the Asterix system. To resolve this, an Asterix check and further troubleshooting is required. Please refer to the measure section of this TPI for next steps.

Production change

Not applicable

Measure

Perform the following troubleshooting steps

1. 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.

2. Check the MIB display to see what state the MIB is in, it will either be in normal operating mode or fallback mode, see figure 3 and 4 below.



Figure 3. The *MIB is in normal operating mode if the ambient temperature is displayed in the upper-left corner of the screen. Please note this will appear on the right hand side on right hand drive vehicles.*



Figure 4. The *MIB is in fallback mode if the ambient temperature is not displayed in the upper-left corner of the screen. Please note this will appear on the right hand side on right hand drive vehicles.*

3. If the MIB is still in fallback mode (figure 4) perform a battery pull (terminal 30 fuse reset).

Disconnect the fuse for 10 seconds.

Tip: You must consult the applicable wire diagram for the vehicle you are working on for the location of the KL30 15A fuse.

After reset, check the MIB state.

4. If the MIB state remains unchanged and still in fallback mode. Check wiring and connections

Inspect all wiring and connectors into the Asterix module for faults or loose connections.

5. Unplug the Asterix module

Refer to the section below 'Asterix module remove and fit'

Leave it disconnected for 5 minutes, then reconnect and perform the hard reset from step 1.

Check the MIB state again.

6. Replace the Asterix module only if steps 1–5 fail and the MIB remains in fallback mode.

Refer to instructions below for Asterix module replacement.

Asterix Module Remove and Fit

NOTICE

Ensure all previous steps have been completed before replacement.

General Information

The Control unit for Android operating system (Asterix module) J1243 is located in the glove box



The images shown are for illustration purposes only , the location is always in the glove box and therefore moves with hand of drive.

Special tools and workshop equipment required

- None

Torque tightening values

Unless otherwise shown, standard torque values apply.

Removal

- Switch off the ignition.

- Open the glove box.

The control unit is secured via four integrated locating hooks .

- Slide the entire control unit towards the rear of the vehicle.

- Disconnect electrical connections and remove the control unit from the vehicle.

Installation

Installation is the reverse of removal procedure.

7. Re-run guided fault finding and clear DTCs if any faults are present. If faults are still present, please raise a full DISS query with a full GFF log uploaded online stating the error encountered.

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 91 96

Damage code 00 40

Bentayga

KL30 Fuse Reset

Labour operation code 97 92 19 00

Time 10 TU

Module Wiring/Connection Check

Labour operation code 97 09 01 00

Time 10 TU

Asterix Module Remove and fit

Labour operation code 91 96 19 02 *(Live on 29.01.2025, use* 91 96 19 99 *prior to this date)*

Time 10 TU

GFF Guided Functions

Labour operation code 01 50 00 00

Time 10 TU

Continental GT/GTC/Flying Spur

KL30 Fuse Reset

Labour operation code 97 92 19 50

Time 10 TU

Module Wiring/Connection Check

Continental GT/GTC/Flying Spur

Labour operation code 97 09 01 00

Time 10 TU

Asterix Module Remove and fit

Labour operation code 91 96 19 02 *(Live on 29.01.2025, use* 91 96 19 99 *prior to this date)*

Time 10 TU

GFF Guided Functions

Labour operation code 01 50 00 00

Time 10 TU

Parts information

Refer to ETKA parts catalogue