

Field campaign

Topic	Infotainment unit software update (RE18/11)
Market area	United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2052414/3
Campaign number	RB08
Note	
Type	
US code	

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2018	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	BG7	ZH	9	J	C	003892	003892		
SCB	BG7	ZH	0	J	C	004056	004056		
SCB	BF7	ZH	1	J	C	003923	003923		
SCB	BF7	ZH	2	J	C	004062	004062		
SCB	BF7	ZH	3	J	C	003910	003910		
SCB	BF7	ZH	4	J	C	003916	003916		
SCB	BF7	ZH	5	J	C	003990	003990		
SCB	BF7	ZH	5	J	C	004007	004007		
SCB	BF7	ZH	6	J	C	004033	004033		
SCB	BF7	ZH	9	J	C	003913	003913		

Documents

Document name
master.xml

Notes

Repair instructions

Technical background

On all affected vehicles the software in the **Infotainment control unit** does not meet regulatory requirements

Remedy

On all affected vehicles the software of the Infotainment control unit **and** the Navigation maps must be updated

Customer notification

The owners of the affected vehicles will be notified in writing

Please observe the information of the importer

Make sure all affected vehicles are checked and repaired as part of the workshop visit. Write the Campaign to be performed on the workshop order before the customer signs it

If the campaign was not performed during a workshop visit, inform the customer straight away about the campaign

Please also inform your new and used car department, so that these vehicles can be checked and if necessary repaired straight away and not only before the sale

Warranty accounting instructions

Warranty type 710 or 790

Labour operation code 01290012

Damage Service Number RB08

Damage code 0099

Time 120TU

Criteria ID 01

Genuine parts

Part Number	Description	Quantity
WT 10526	SD card (software)	1
WT 10525	SD card (maps)	1

Parts supply

The required SD cards have been sent directly to you via UPS courier and are marked for the specific VIN

Parts despatch control

Not applicable

Repair instructions

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Technical background

On all affected vehicles the software in the **Infotainment control unit** does not meet regulatory requirements

Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa pro), check for the presence of a GREEN campaign identification mark next to the OBD port (see Figure 14), should neither be evident carry out the required work in accordance with these instructions

Genuine parts

Part Number	Description	Quantity
WT 10526	SD card (software)	1
WT 10525	SD card (maps)	1

Work

This campaign requires *three* separate actions

General information for the reprogramming:

- *The closed-circuit voltage of the vehicle must be at least 12.5 V during the reprogramming. Connect the battery of the vehicle to an external power supply. For further information see the Maintenance manual*
- *During the reprogramming switch off all unnecessary consumers (ventilation, seat heater, inside light)*
- *Because of the highest transmission stability we recommend the use of the diagnosis interface VAS 6154 (WiFi diagnostic tool) only in the USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode*

1) Updating software:

The following update procedure takes place via the MIB unit using SD card **WT 10526**

1. Fit the SD card in SD1 slot of the MIB, located in the glove box (see Figure 1)



Figure 1

2. Navigate to the main Menu screen (Figure 2) by pressing the HOME button

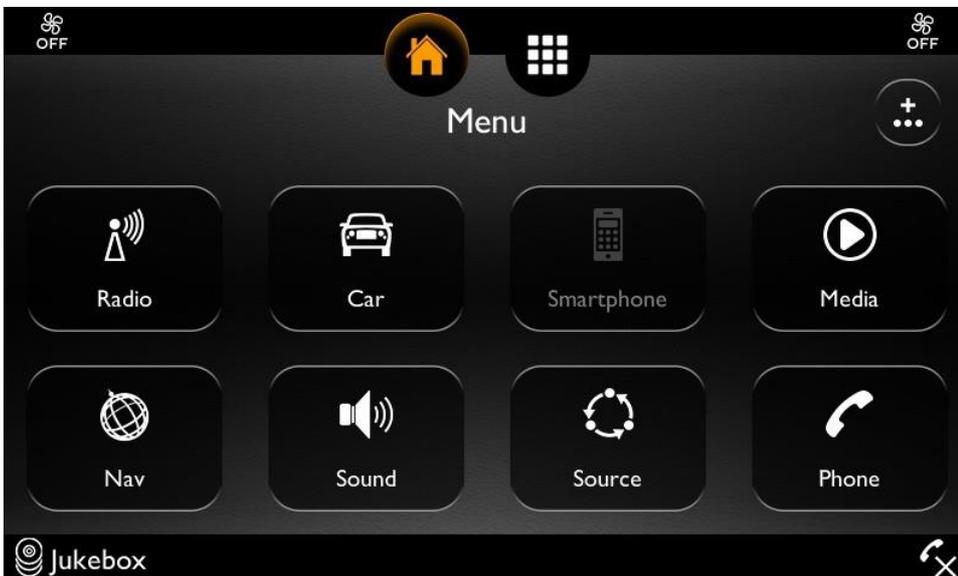


Figure 2

3. Press and hold the Return button (1) first and then immediately press and hold the MEDIA button (2) on the infotainment unit (Figure 3), keep both buttons pressed until the *Developer* menu (SWDL) screen is displayed (Figure 4)



Figure 3

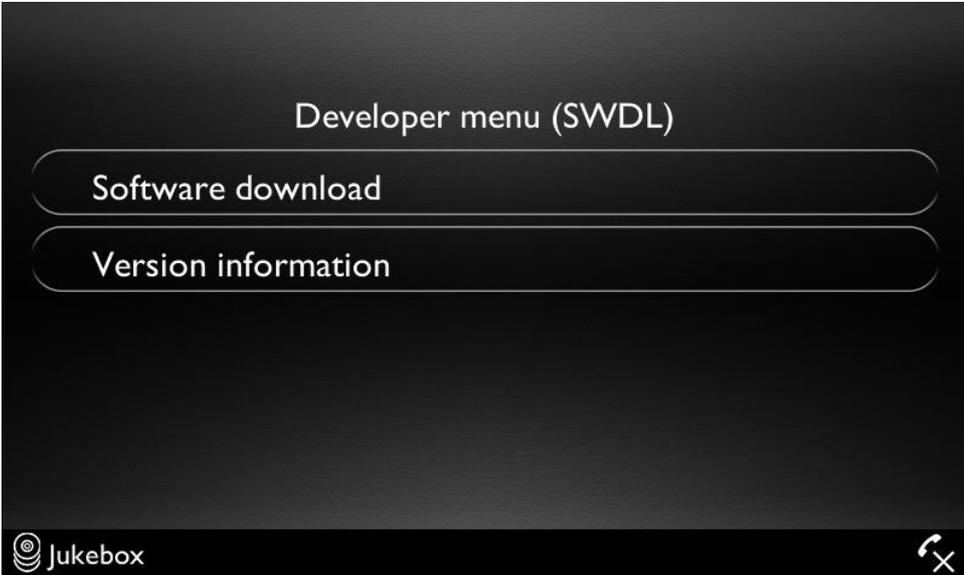


Figure 4

4. Select the Software download option (Figure 5)

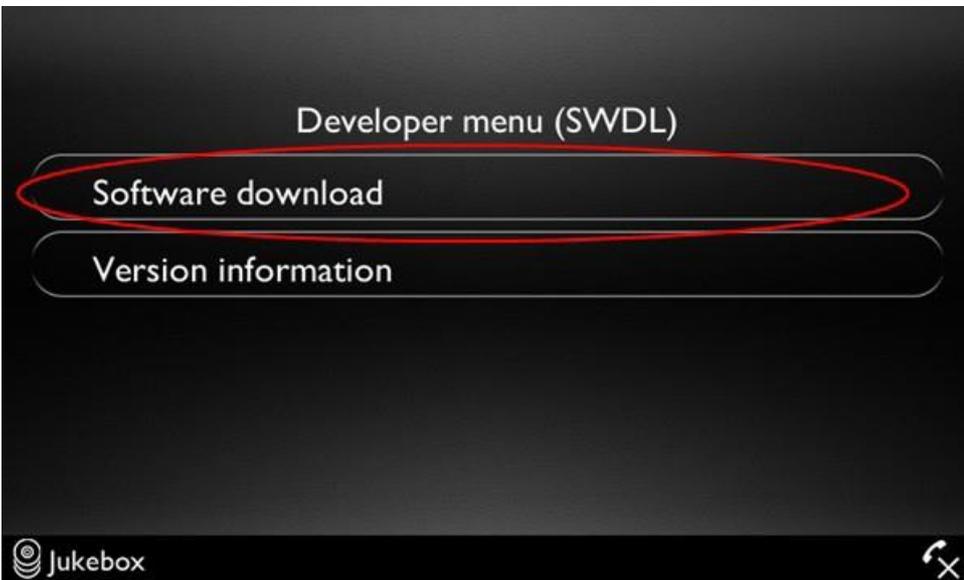


Figure 5

5. Select **SD Card 1** (Figure 6), the next screen will display the reading of the SD card data (Figure 7)



Figure 6



Figure 7

6. Select **Standard** (Figure 8)

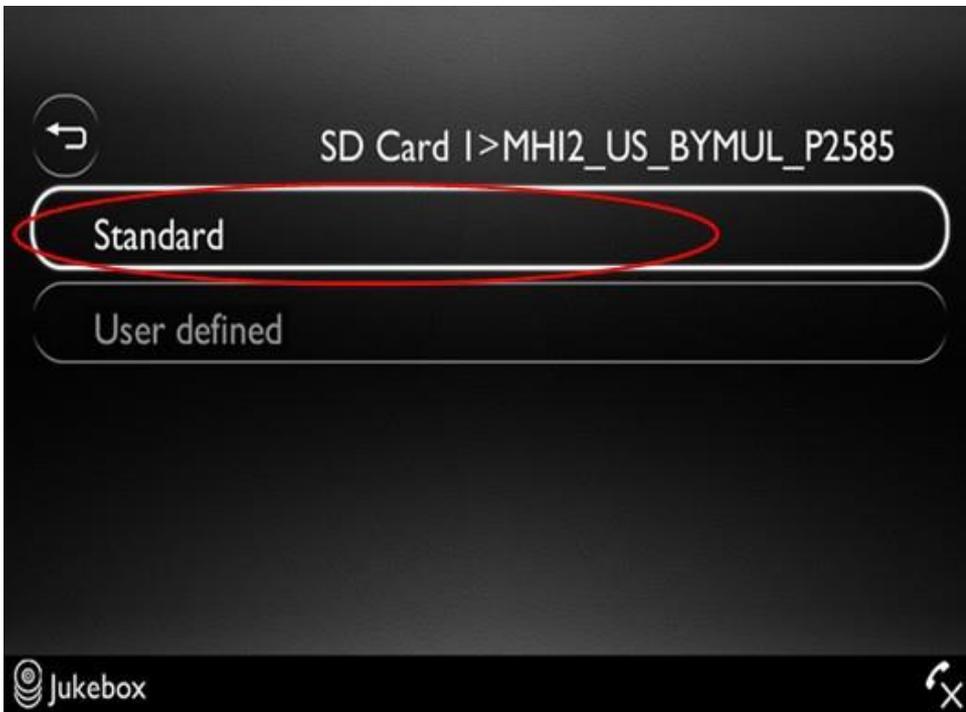


Figure 8

7. Select **Start update** (Figure 9)



Figure 9

8. Select **Start update** again on the following screen (Figure 10)

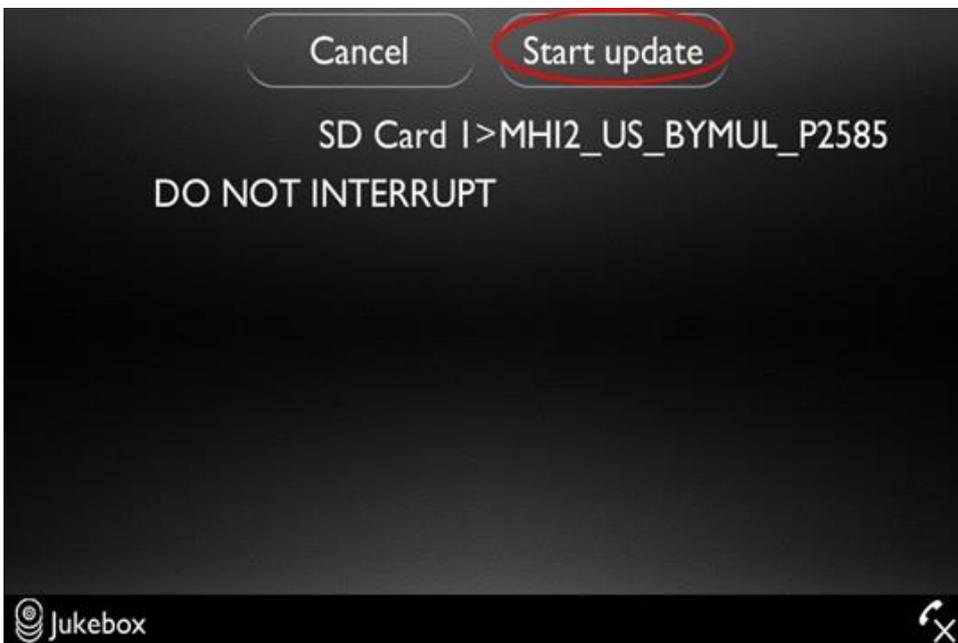


Figure 10

9. The update will now take place, the screen may go blank for short periods, various data will be displayed (Figure 11)

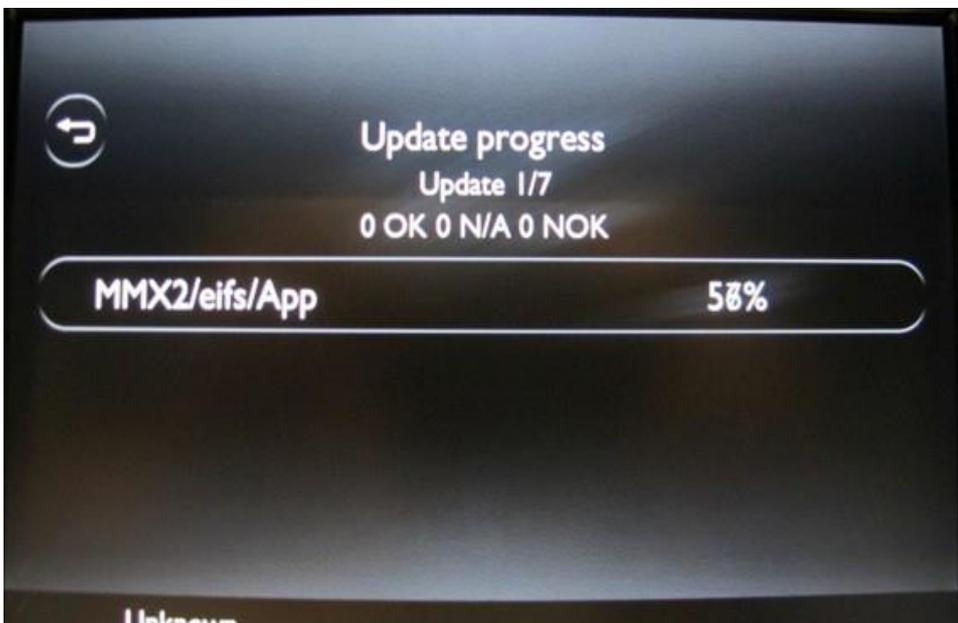


Figure 11

10. When the components have been updated, the *Device summary* screen is shown. All updated components should be marked [OK] or [-] (Figure 12)

- If any components are marked [NOK] press Try again (A)
- If all components are marked [OK] or [-], then press Continue (B)

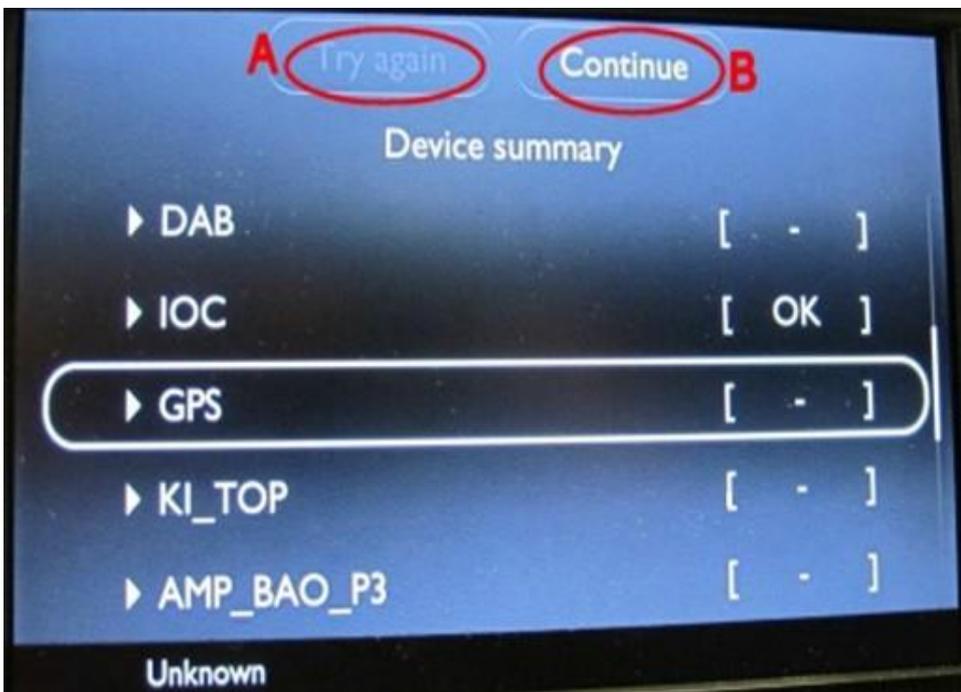


Figure 12

11. On the following screen press **Cancel version compare** (see Figure 13) the system will reboot



Figure 13

12. Remove the SD card from the MIBunit

13. Carry out an ignition cycle

2) Updating Maps:

The following update procedure takes place via the MIBunit using SD card **WT 10525**

Complete steps **1-13** in the '**Updating software**' section of this campaign to carry out the map update. The map update may take up to 45 minutes

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The ignition lights may switch off during this update, DO NOT cycle the ignition

3) Software version management:

1. Select and complete the following test

- ODIS tester → special functions → SVM-problem related Hardware/software update → 2. Enter SVM code: **3Y05FUPDATENAR01**

If during the test plan the screen displays 'calibration not successful', **select option 2. Abort calibration and continue program.** The SVM will then continue

2. Run the test plan '5F-Clear fault memory'

3. To confirm correct installation of the new software select;

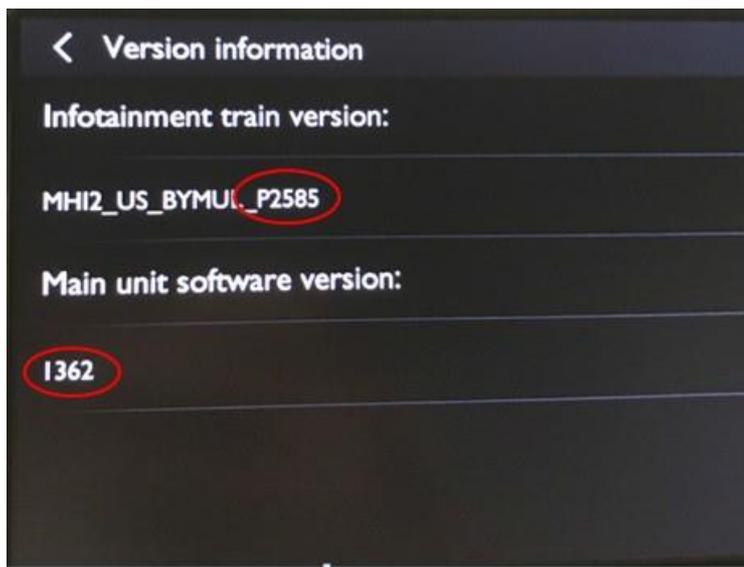
- ODIS tester: → Address 5F – Information control unit 1 → Guided Functions → Read identification data

Confirm the following is correct

Software part number	Software version
3Y0035027B	1362

The customer will see a change in the **version information** of the Infotainment unit as follows

Infotainment train version (old)	Main unit software version (old)	Infotainment train version (new)	Main unit software version (new)
MHI2_US_BYMUL_P2566	0812	MHI2_US_BYMUL_P2585	1362



Identification

On completion apply a GREEN campaign identification mark next to the OBD port (see Figure 14)

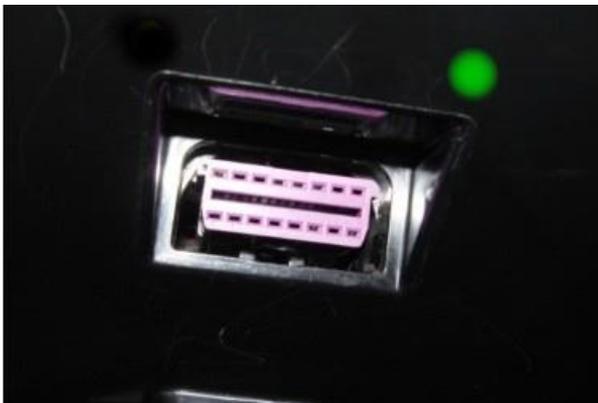


Figure 14