



BENTLEY

Bentley Bulletin

Aftersales

21-050

August 27, 2021

To: Parts & Service

Subject: RECALL CAMPAIGN – Bentley Bentayga V8 Chassis Control Module update
(RE21/29)

**RECALL CAMPAIGN – Bentley Bentayga V8 Chassis Control Module update
(RE21/29)**

This letter is to initiate a recall campaign to update the software parameters of the Chassis Control Module on certain Bentayga V8 vehicles fitted with standard (passive) roll bars and manufactured in June 2021.

This letter will provide you with all of the information to explain why this recall is being initiated, the actions you are required to take and provide you with the appropriate administrative details.

As part of an internal testing programme, it was identified that incorrect software parameters have been released for the Chassis Control Module of certain customer vehicles. The designated software parameters were intended for vehicles with active roll bars only, however, were also released onto vehicles fitted with standard (passive) roll bars.

Drivers of the vehicle may notice increased vehicle body movement and/or increased vehicle pitch under certain driving conditions. During intense dynamic driving, such as evasive collision avoidance manoeuvres, where the vehicle is heavily loaded (e.g. fully laden boot or roof box), there is a risk of late Electronic Stability Control (ESC) intervention, which could result in a loss of vehicle control.

Attached is a Bentley Technical Product Information (TPI) document, which lists the affected VINs and details the procedure which must be followed exactly. **This software update is available now.**

**Every affected inventory vehicle must be REMEDIED BEFORE DELIVERY TO CONSUMERS.
Therefore, please carry out following Stop Sale/Stop Delivery immediately.**

**IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE
RECALLS**

IT IS A VIOLATION OF FEDERAL LAW FOR DEALERS TO DELIVER TO CUSTOMERS NEW VEHICLES IN THEIR INVENTORY AFFECTED BY THIS NOTIFICATION UNTIL THESE VEHICLES ARE REMEDIED.

DEALERS SHOULD NOT SELL, LEASE, RENT, OR LOAN ANY NEW OR USED VEHICLES IN DEALER INVENTORY AFFECTED BY THIS NOTIFICATION PRIOR TO REMEDY. DEALERS GROUNDING LEASE RETURNS SHOULD REMEDY ALL AFFECTED GROUNDED VEHICLES.



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Ensure all relevant dealership personnel are aware of this notice so they are able to address customer questions. Contact your ASM if you require additional assistance. Please direct press inquiries to Erin Bronner at erin.bronner@bentley-usa.com.

Owners of affected cars will be notified in writing week beginning September 27th 2021

It is not necessary to contact us for authorisation. We will take our records from your warranty claim which must be generated and submitted immediately upon completion of the work. You are reminded that claims for recalls cannot contain any other warranty repairs. The warranty code and repair time are quoted within the TPI.

It is to our mutual advantage that this recall campaign goes as smoothly as possible. Should you have any questions or queries concerning this recall, please contact your Area Service Manager or myself.

Sincerely,

Stephen Worrall
Director, Aftersales

Field campaign

Topic	Bentley Bentayga V8 Chassis Control Module update (RE21/29)
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),Germany E02 Bentley rest Europe (6E02),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.	2064207/1
Campaign number	RC11
Note	
Type	
US code	

Vehicle data

Bentayga V8 Kovomo

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14D9	2021	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	A53	4V	8	M	C	037798	037798		
SJA	AM4	ZV	1	M	C	037773	037773		
SJA	AM2	ZV	5	M	C	037778	037778		
SJA	AM2	ZV	0	M	C	037946	037946		
SJA	AM2	ZV	2	M	C	038063	038063		
SJA	AM2	ZV	X	M	C	037758	037758		
SJA	AM2	ZV	3	M	C	037763	037763		
SJA	AM2	ZV	4	M	C	037853	037853		
SJA	AM2	ZV	2	M	C	037737	037737		
SJA	AM2	ZV	X	M	C	037906	037906		
SJA	AM2	ZV	0	M	C	038028	038028		
SJA	AM2	ZV	6	M	C	038034	038034		
SJA	AM2	ZV	6	M	C	038101	038101		
SJA	AM2	ZV	0	M	C	037834	037834		
SJA	AM2	ZV	9	M	C	037914	037914		
SJA	AM2	ZV	X	M	C	037985	037985		
SJA	AM2	ZV	3	M	C	037827	037827		
SJA	AM2	ZV	4	M	C	038033	038033		
SJA	AM2	ZV	0	M	C	037736	037736		
SJA	AM2	ZV	6	M	C	037966	037966		
SJA	AM2	ZV	6	M	C	037823	037823		
SJA	AM2	ZV	6	M	C	037921	037921		
SJA	AM2	ZV	7	M	C	038107	038107		
SJA	AM2	ZV	5	M	C	037876	037876		
SJA	AM2	ZV	2	M	C	037950	037950		
SJA	AM2	ZV	9	M	C	037900	037900		
SJA	AM2	ZV	X	M	C	037923	037923		
SJA	AM2	ZV	X	M	C	037811	037811		
SJA	AM2	ZV	5	M	C	037862	037862		
SJA	AM2	ZV	7	M	C	037765	037765		
SJA	AM2	ZV	9	M	C	038030	038030		
SJA	AM2	ZV	4	M	C	037934	037934		
SJA	AL3	4V	0	M	C	037963	037963		
SJA	AL1	4V	9	M	C	038064	038064		

SJA	AB1	4V	X	M	C	038061	038061		
SJA	AL1	4V	1	M	C	037734	037734		
SJA	AL1	4V	3	M	C	037847	037847		
SJA	AL1	4V	6	M	C	037972	037972		
SJA	A51	4V	9	M	C	037748	037748		
SJA	A51	4V	3	M	C	037857	037857		
SJA	A51	4V	3	M	C	037888	037888		
SJA	A51	4V	4	M	C	037740	037740		
SJA	A51	4V	9	M	C	037751	037751		
SJA	A51	4V	1	M	C	038067	038067		
SJA	A51	4V	X	M	C	037810	037810		
SJA	A51	4V	1	M	C	037887	037887		
SJA	AL1	4V	9	M	C	037755	037755		
SJA	AL1	4V	7	M	C	037916	037916		
SJA	A51	4V	2	M	C	037753	037753		
SJA	AL1	4V	4	M	C	037940	037940		
SJA	AL1	ZV	4	M	C	037767	037767		
SJA	AL1	ZV	3	M	C	037808	037808		
SJA	AL1	ZV	6	M	C	037818	037818		
SJA	AL1	ZV	9	M	C	037828	037828		
SJA	AL1	ZV	7	M	C	037861	037861		
SJA	AL1	ZV	3	M	C	037730	037730		
SJA	AL1	ZV	8	M	C	037870	037870		
SJA	AL1	ZV	7	M	C	037830	037830		
SJA	AL1	ZV	9	M	C	037733	037733		
SJA	AL1	ZV	3	M	C	037825	037825		
SJA	AL1	ZV	9	M	C	037991	037991		
SJA	AL1	ZV	5	M	C	038068	038068		
SJA	A51	4V	4	M	C	037897	037897		
SJA	A51	4V	4	M	C	037902	037902		
SJA	AM2	ZV	9	M	C	037749	037749		

Documents

Document name
master.xml

Notes

▪ Repair instructions

Technical background

Incorrect software parameters have been released for the Chassis control module of certain vehicles. The designated software parameters were intended for vehicles with active roll bars only, however, this was also released onto vehicles fitted with standard (passive) roll bars.

Remedy

Latest specification software should be applied to address 74 - Chassis control module

Customer notification

Customers of affected vehicles will be notified in writing by their Bentley retailer to arrange an appointment, make a note of the required action on the workshop order before it is signed by the customer

If it is omitted to perform the work required during a workshop visit, the customer should be notified immediately

You should also pass on this information to your new and used car sales departments so that affected vehicles are checked and repaired immediately

Warranty accounting instructions

Warranty type 710 or 790

Damage servicenumber RC11

Damage code 00 99

Labour

Labour operationcode 01510000

Time As per the ODIS log (Must not exceed 50 time units)

Criteria 01

Genuine parts

Not applicable

Parts supply

Not applicable

Parts despatch control

Not applicable

Questions and answers

1) What is the specific issue with the affected vehicles?

The incorrect software parameters have been released for the Chassis Control Module of certain customer vehicles. The designated software parameters were intended for vehicles with active roll bars only, however, this was also released onto vehicles fitted with standard (passive) roll bars.

2) What repercussions does the fault have?

Drivers of the vehicle may notice increased vehicle body movement and/or increased vehicle pitch under certain driving conditions. During intense dynamic driving, such as evasive collision avoidance manoeuvres, where the vehicle is heavily loaded (e.g. fully laden boot or roof box), there is a risk of late Electronic Stability Control (ESC) intervention, which could result in a loss of vehicle control.

3) Which vehicles are affected?

21MY Bentayga V8 vehicles fitted with standard roll bars only and built between 9th and 29th June 2021.

4) Can customers continue to drive the cars?

Yes, they can continue to use the vehicle, however, we encourage customers to apply extra caution until the vehicle has been modified.

5) What is the fix?

Bentley authorised retailers will update the Chassis Control Module with the correct software parameters. This procedure will be carried out free of charge and will take approximately thirty minutes.

6) Do I have to make an appointment?

Yes, that's important. Please contact your retailer immediately.

Technical background

Incorrect software parameters have been released for the Chassis control module of certain vehicles. The designated software parameters were intended for vehicles with active roll bars only, however, this was also released onto vehicles fitted with standard (passive) roll bars.

Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa Pro) refer to the Identification section and check for the yellow paint mark on the front anti roll bar (right hand side) as shown in the Identification section

Should neither be evident ("Repair history" or applicable paint mark) carry out the required work in accordance with these instructions

Genuine parts

Not applicable

Work

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, interior lights).
- 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

The vehicle MUST be removed from Transport and Loading Mode before conducting this procedure

1. Select and run Guided fault finding

- Within the Special functions tab select *SVM – Code Input*
- Select Perform test (Figure 1)

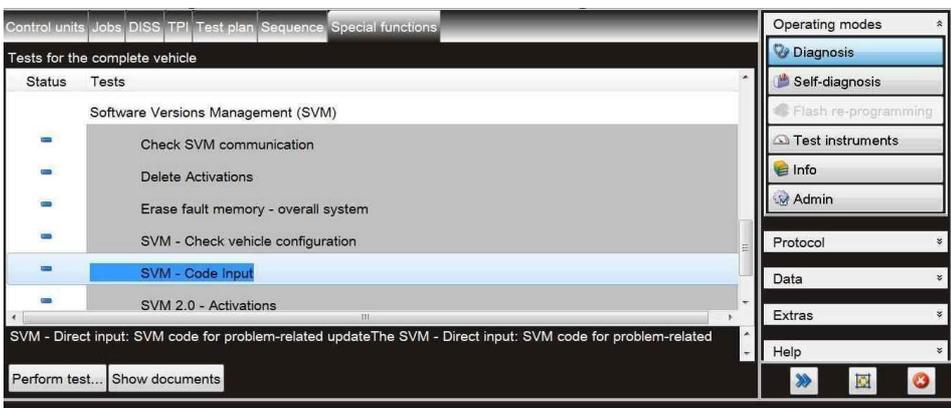


Figure 1

2. On the next screen enter the SVM code 4V074ML01 and select Adopt (Figure 2).

- Follow all on screen prompts



Figure 2

- All control modules will now be interrogated.
3. Once this is complete, a confirmation message will be evident confirming that the all actions have been completed successfully
- Select Done/Continue
 - Follow on screen prompts until program end
 - Clear all DTC's before conducting the remaining steps
4. On completion of steps 1 through to 3, carry out the remaining instructions to completion:
- Using ODIS - Carry out the test Axle Load Sequence Basic Settings test to completion. NOTE: This test can be found under Special Functions VERY IMPORTANT: ensure all instructions are strictly followed including all warnings/care points
 - On completion clear all DTCs
5. After the update programming, gear selection will not be possible. To wake up the system a bus silence is required, carry out the following steps in the order stated below:
- Switch off the ignition
 - Remove the diagnostic interface from the OBD port
 - Switch off and remove the battery charger from the vehicle
 - Close the bonnet and all doors then lock the vehicle
 - Wait 5 minutes so that the vehicle goes into bus silence
 - When 5 minutes has elapsed, unlock the vehicle and open the driver's door
 - Switch on the ignition
 - Confirm that the gear selection is now possible
6. Place a yellow paint mark on the front anti roll bar (right hand side) as shown in the Identification section

Identification

