

 Connection offline

## Field campaign

Topic	Mulsanne engine control module software update (SC13/07)
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2031392/1
Campaign number	E783
Note	
Type	
US code	

## Vehicle data

### Mulsanne

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	3Y	*	B	C	000001	018369		
SCB	*	ZH	*	B	C	000001	018369		
SCB	*	3Y	*	C	C	000001	018369		
SCB	*	ZH	*	C	C	000001	018369		
SCB	*	3Y	*	D	C	000001	018369		
SCB	*	ZH	*	D	C	000001	018369		

## Documents

Document name
master.xml


 Connection offline

E783

Transaction No.: 2031392/1

Mulsanne engine control module software update (SC13/07)

## Notes

 Repair instructions

### Technical background

New replacement software for the Engine Control Module (ECM) has been created which allows additional updates to the On Board Diagnosis (OBD) settings.

### Remedy

All Mulsanne vehicles in the applicable VIN range must have the engine control module software updated to ensure all applicable vehicles have the correct software level installed.

### Customer notification

Customers do not need to be informed directly of this campaign. Please ensure that **all** affected vehicles have the software update within these instructions carried out during a service visit. You should also inform your new and used car sales departments so that the vehicles affected can have the required work carried out in accordance within these instructions at the earliest possible time.

### Warranty accounting instructions

Warranty Type	710 or 790
Labour operation code	24 70 25 00
Damage Service Number	E783
Damage Code	00 66
Criteria ID	01
Time	50 Time Units

### Genuine parts

Not applicable

### Parts supply

Not applicable

### Parts despatch control

Not applicable

## Repair instructions

 Notes

## Technical background

New replacement software for the Engine Control Module (ECM) has been created which allows additional updates to the On Board Diagnosis (OBD) settings.

## Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa Pro) check the base of the right hand strut tower for the White completion mark (Figure 10), if it is evident that the campaign has not been applied carry out the required work in accordance within these instructions.

## Control

The updated software level has been installed at the time of production from VIN SCBBA63Y9DC018370

## Genuine parts

Not applicable

## Work

1. The condition of the vehicle batteries must be checked before carrying out any work stated within this document. Do Not carry out this procedure unless the batteries are in a healthy state - Refer to Maintenance manuals - Batteries to Test



**WARNING: During the software update the radiator fan can spin at high speed DO NOT go near to the fan during the software update**

2. Ensure the GEKO Internet connectivity CD Version 2.0 is installed and also check before proceeding that you can connect to the Internet. Do Not use a wireless Internet connection always use a suitable Internet cable

3. Connect a suitable battery charger Refer to Workshop Manual Rep.Gr 27 - Charging battery.  
**IMPORTANT:** Do not switch off or disconnect the charger at any point until the software update is fully completed.

4. Switch on the vehicle ignition by following the instructions below

- Locate the key reader, which is in the glovebox, and remove the key reader plastic cover (Figure 1)

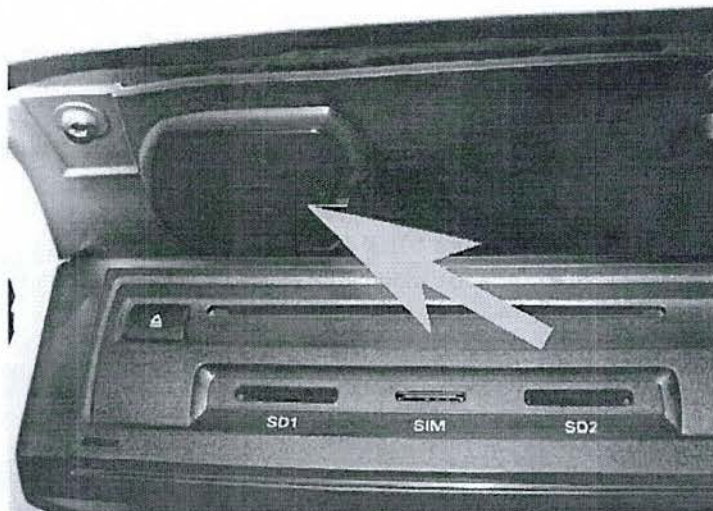


Figure 1

**IMPORTANT:** It is imperative that any adjoining keys etc are removed from the ignition key ring and the single ignition key is used only (Figure 2) as extra weight may cause the key to withdraw from the reader



Figure 2

- Insert the single ignition key into the reader with the blade folded away until it 'clicks' into place and check the key is securely located within the reader
- Press the Start/Stop switch on the centre console to activate the ignition

**NOTE:** When conducting software updates it is essential to attach a visible warning sign to the vehicle warning other people within the Dealership that a software update is in progress and the ignition - battery charger and any associated equipment must not be removed or switched off whilst the update is in progress.

Do not switch off the ignition until the software update is complete, clear instructions will be shown on the diagnostic machine when the ignition can be switched On/Off

5. Connect the VAS diagnostic machine to the vehicle diagnostic socket using a USB cable

Do not attempt to install the software using wireless Bluetooth as interference in the workshop may cancel the signal resulting in the ECM being permanently damaged, which will result in replacement

6. From the Desktop launch the Offboard Diagnostic Information System Service using the Diagstarter icon

- Select Start diagnosis and follow all on screen prompts

- Ensure the Using guided fault finding box is ticked (Figure 3) - follow all on screen prompts and allow the guided fault finding control module sweep to complete

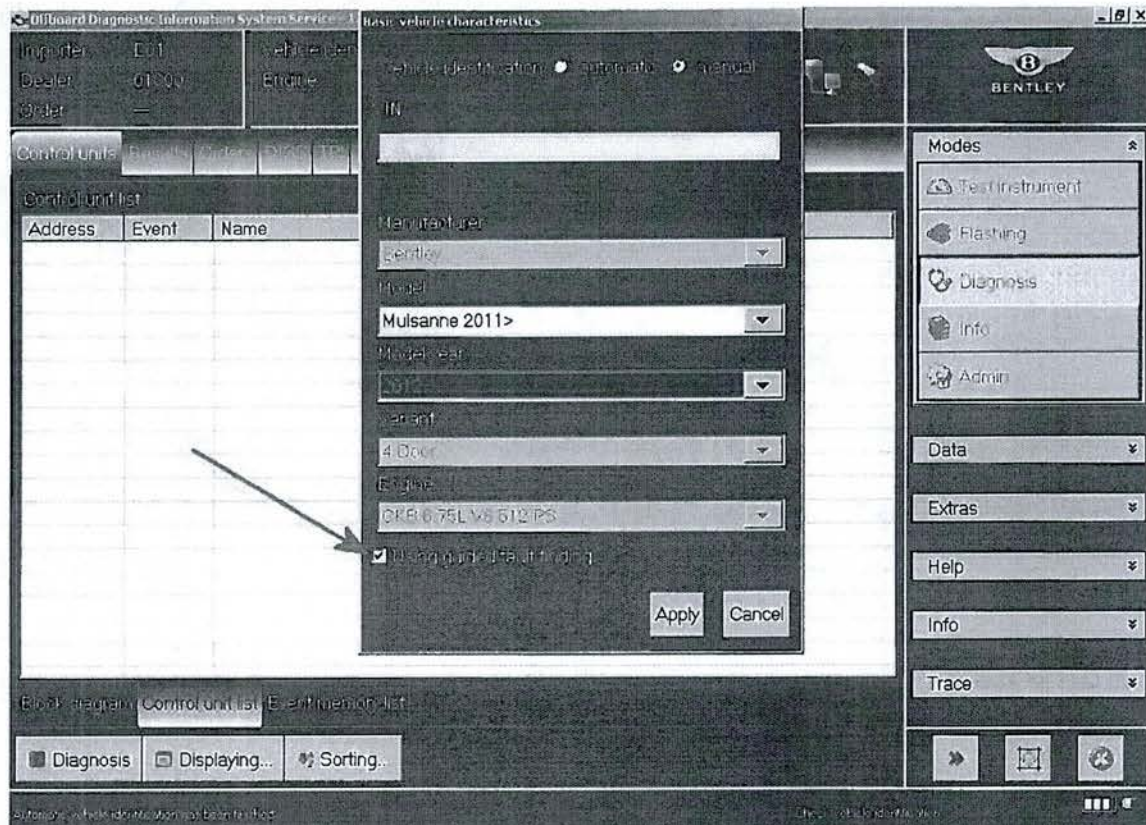


Figure 3

**IMPORTANT:** When requested to Make an SVM Target/ Actual comparison please select No (Figure 4)

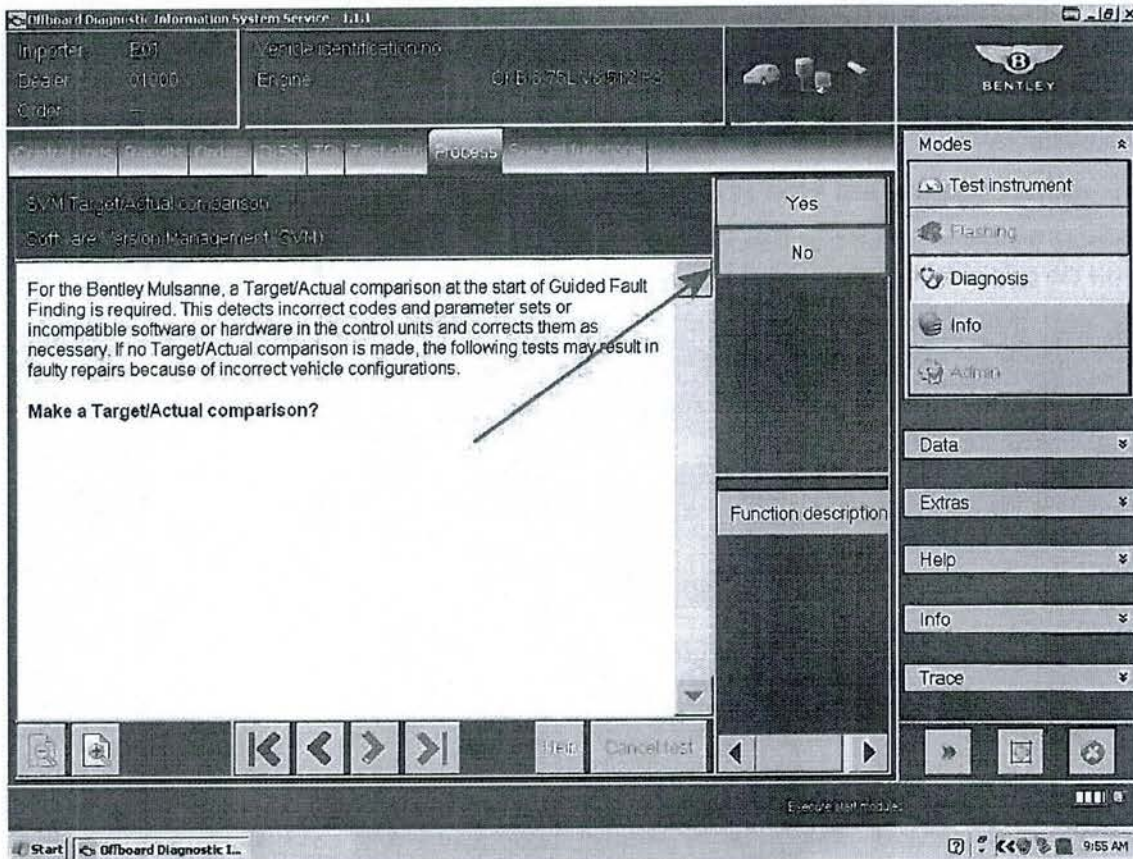


Figure 4

7. Once Guided Fault Finding is complete, Select - Test plan as shown in Figure 5 point A - Select own test as shown in Figure 5 point B, (the overview of tests screen will now appear as shown in Figure 6)

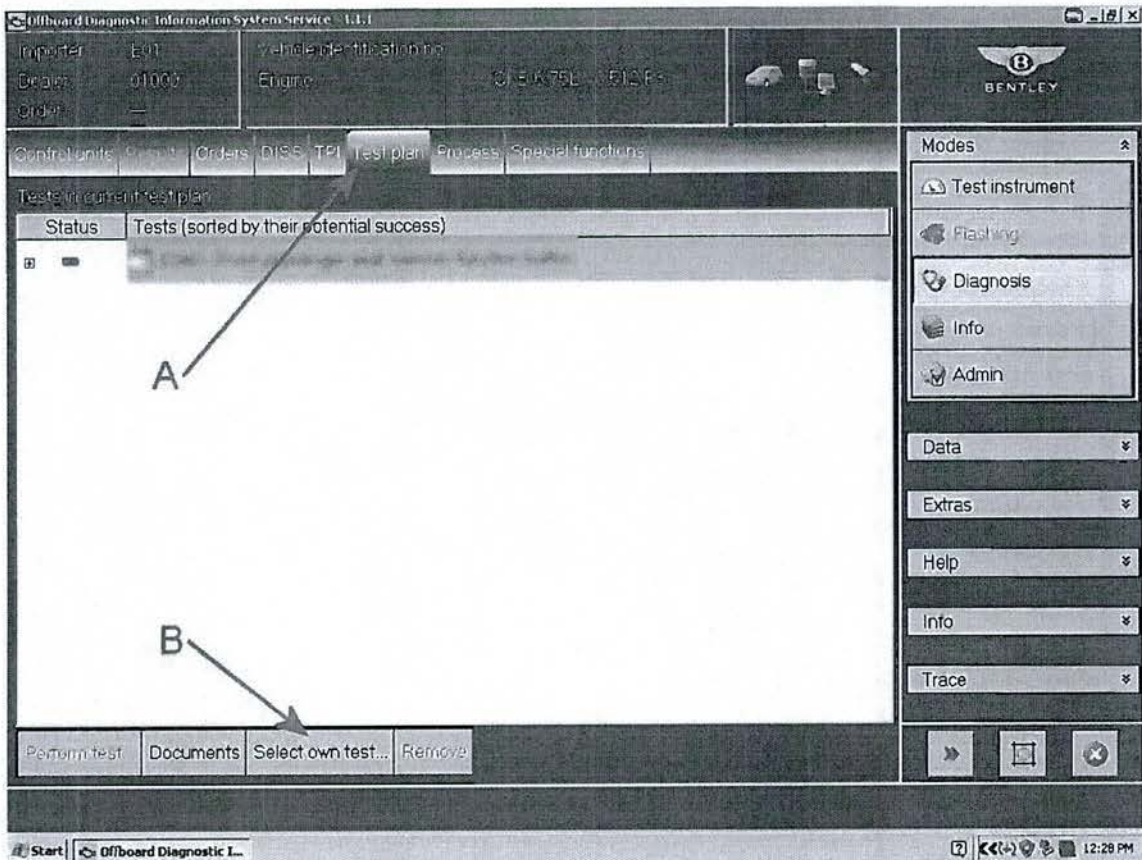


Figure 5

- Referring to Figure 6 - Select +Software Version Management (SVM) a dropdown menu will now appear

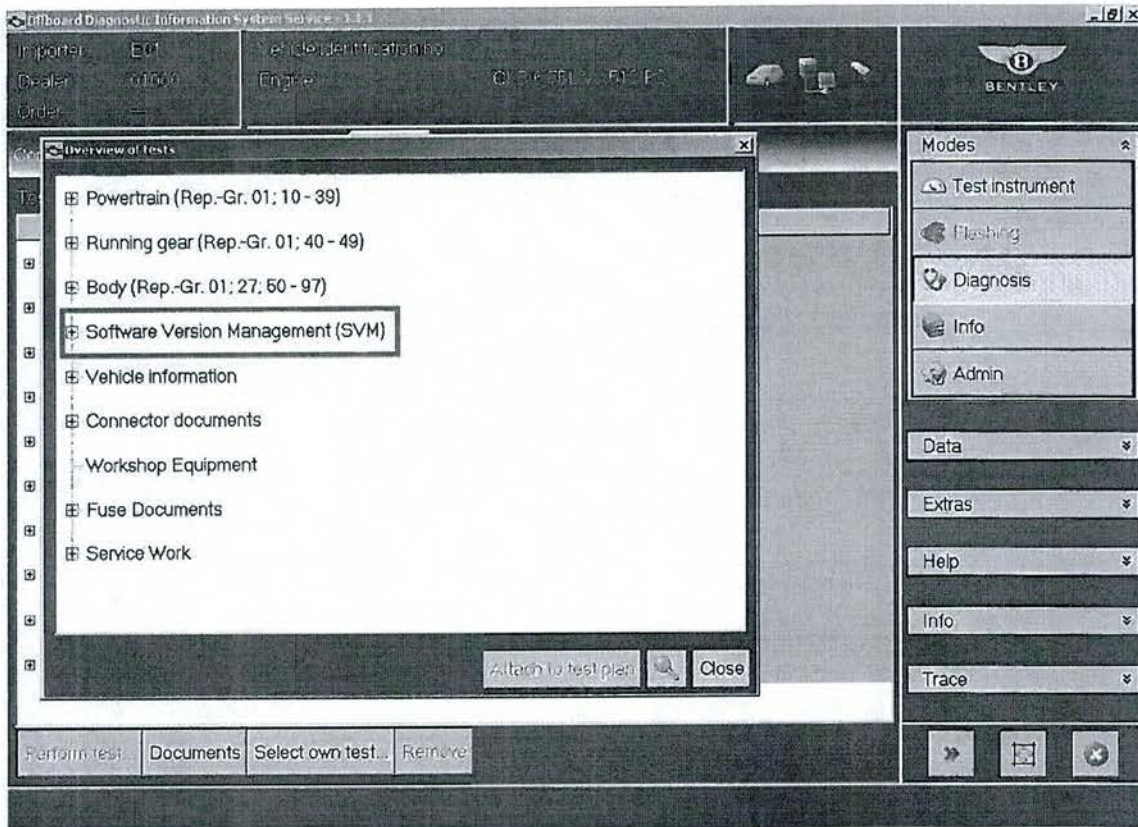


Figure 6

8. Referring to Figure 7 - Select SVM - Problem related Hardware/Software Update (point A), and select Attach to test plan (point B) then select Close (point C)

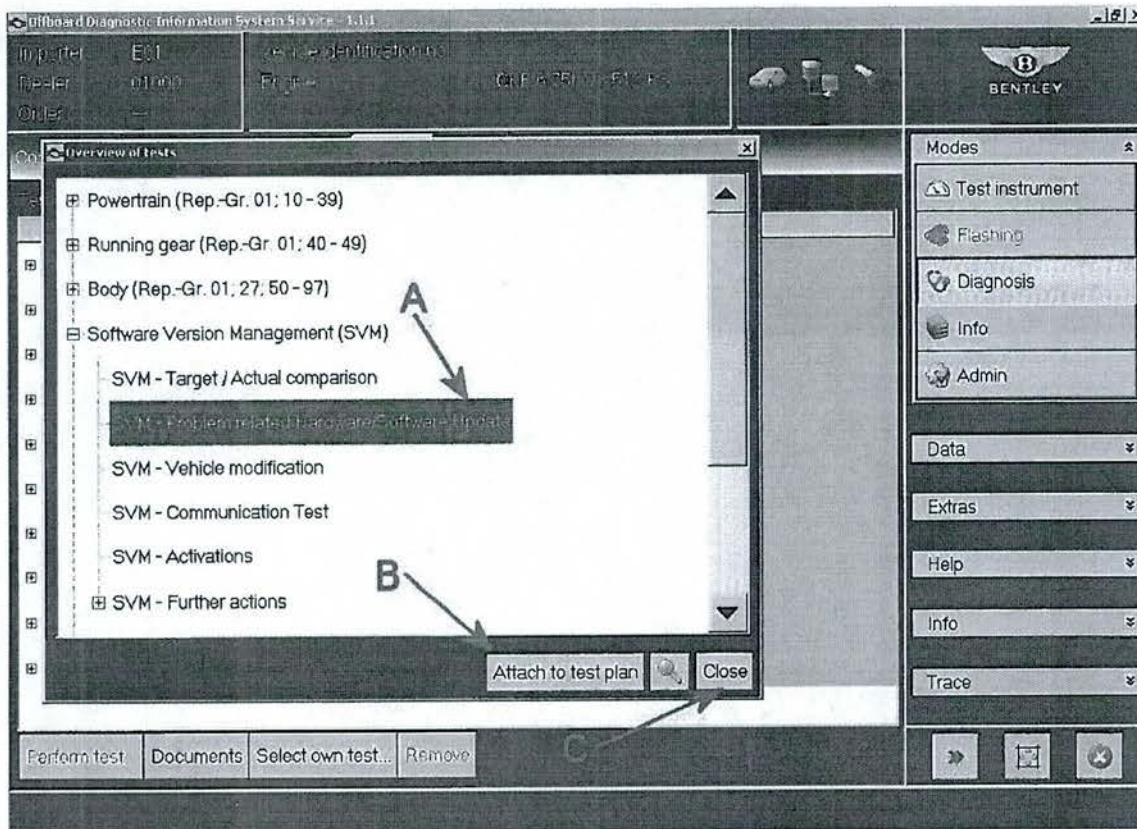


Figure 7

-Referring to Figure 8 ensure the Problem related Hardware/Software update is visible and highlighted as shown at (Point A) and select Perform test (Point B) then follow all on screen prompts

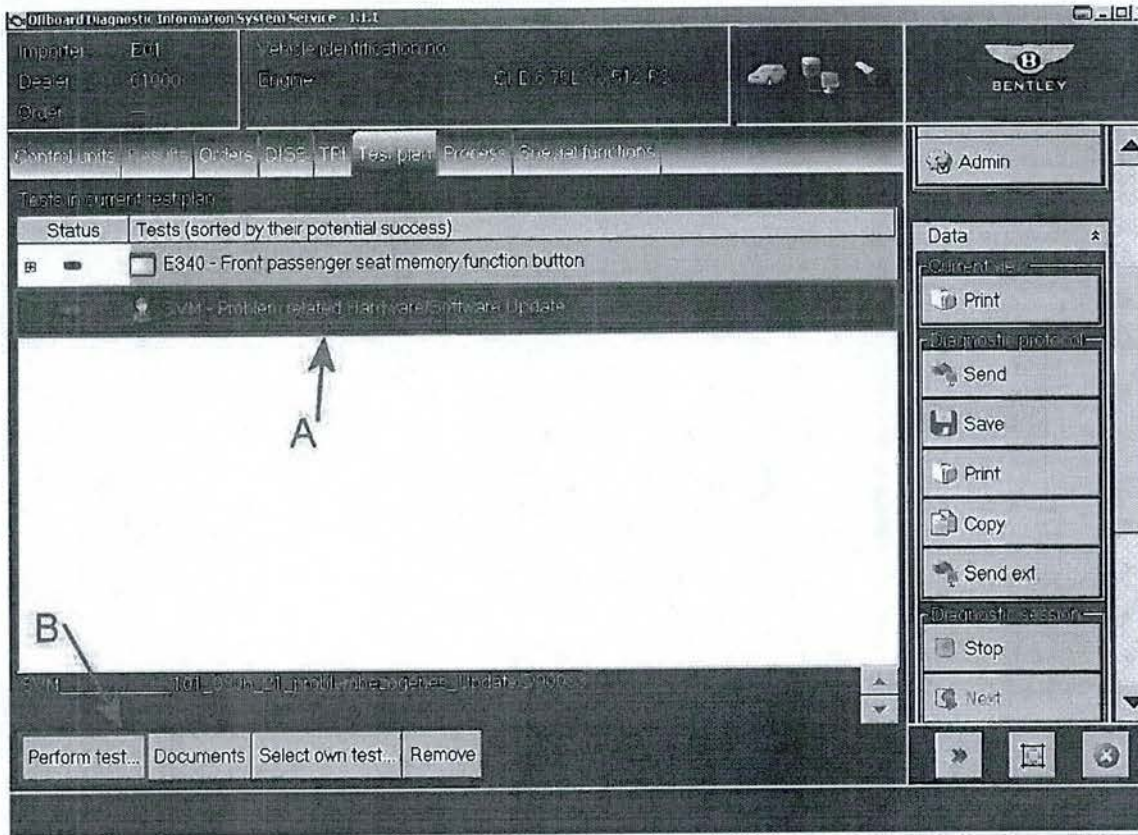


Figure 8

- Once Figure 9 is visible please insert the SVM code 3Y001A0005P (point A) and select Apply (point B) and follow all on screen prompts

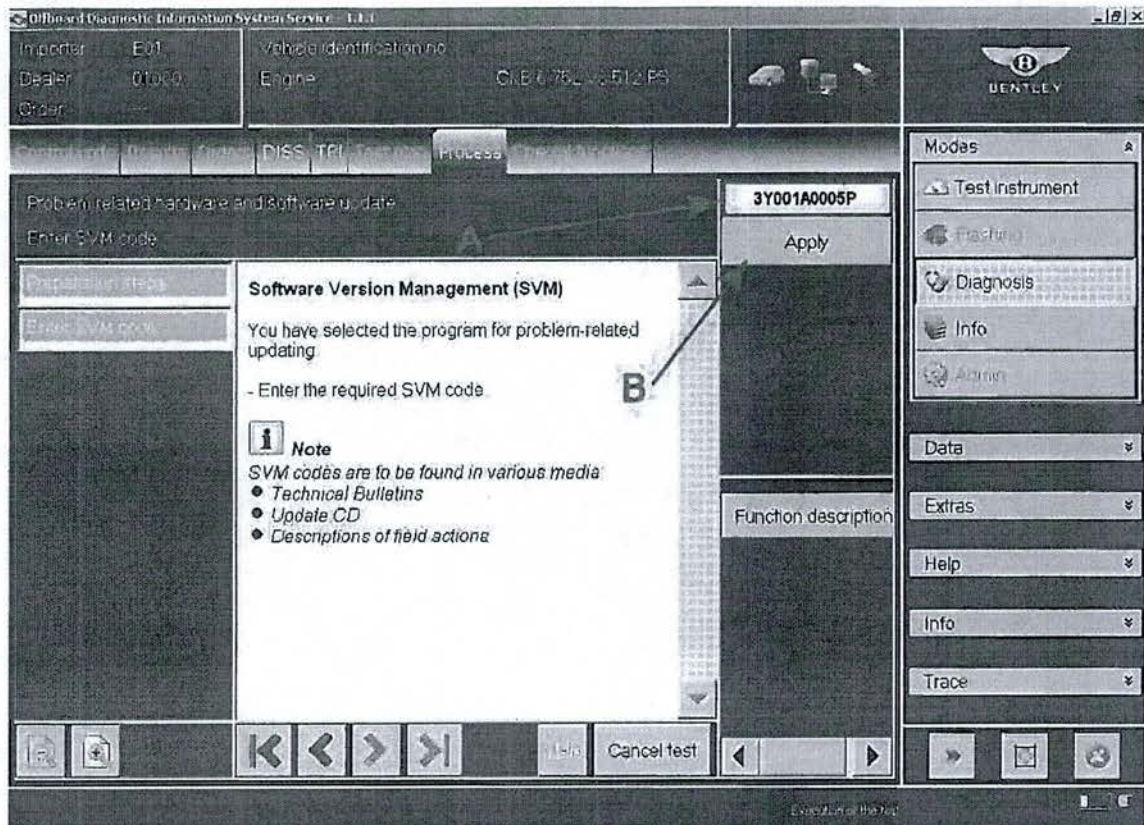


Figure 9



**WARNING:** During the software update the radiator fan can spin at high speed DO NOT go near to the fan during the software update

- Allow the test to fully complete follow all remaining on screen prompts until program end **NOTE:** Coding will not be suggested within this procedure as the coding value within the Engine control module is correct and does require any further action

- Once complete, place a White paint completion mark on the base of the right hand front lower strut tower (Figure 10).



Figure 10

### Identification

White paint completion mark on the base of the right hand strut tower (Figure 10).

▲ Repair instructions ▲ Notes