 Connection offline

Field campaign

Topic	W12 Engine and Transmission control module update (SC14/01)
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2036134/2
Campaign number	EA01
Note	
Type	
US code	

Vehicle data

New Continental Series and Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3931*	2013	E		*	*	*
3931*	2014	E		*	*	*
3931*	2015	E		*	*	*
3941*	2013	E		*	*	*
3941*	2014	E		*	*	*
3941*	2015	E		*	*	*
4W21*	2014	E		*	*	*
4W21*	2015	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	3W	*	*	*	000008	093902		
SCB	*	ZH	*	*	*	000008	093902		

Documents

Document name
master.xml

 Connection offline

EA01

Transaction No.: 2036134/2

W12 Engine and Transmission control module update (SC14/01)

Notes

 Repair instructions

Technical background

New replacement software for the engine control modules and the transmission control module has been created to address customer satisfaction issues concerning driveability.



As part of this software update both the engine control modules and the transmission control module require updating by using Software Versions Management (SVM), all modules must be updated without interruption as detailed within the Work section of this campaign, failure to update the engine and transmission control modules as detailed within this document can incur driveability issues



IMPORTANT: Before commencing with this software update you must first clarify the part number and the software level of the battery monitor control unit before carrying out this procedure, the following information details the next steps which must be carried out depending on the part number of the unit and also the software level installed

Battery monitor control unit part number and software level information

Part number of the battery monitor control unit fitted	Software level	Action
3W3 915 181	0400	Replace original unit with 3W3 915 181B
3W3 915 181A	0540	Carry out (SC 13/21)
3W3 915 181A	0570	No further action is required commence with this procedure
3W3 915 181B is fitted or (SC 13/21) has been conducted	0570	No further action is required commence with this procedure

Remedy

This Campaign must be carried out on all vehicles within the affected VIN range to ensure the latest specification engine and transmission software is installed

The software update within this campaign has been devised to ensure all W12 engine derivative vehicles within the specified VIN range have the latest level of software installed within the engine control modules and the transmission control module.

Customer notification

Customers do not need to be informed directly of this campaign. Please ensure that all affected vehicles are repaired during a service visit. You should also inform your new and used car sales departments so that the vehicles affected can have this campaign applied immediately (and not just before sale).

NOTE: Ask the customer if the engine control modules have been modified in anyway (chip tuning)

Explain to the customer that updates to the engine control modules can render the chip tuning ineffective or damage to the control modules can occur.

Ask the customer to contact the tuning contractor to establish if a software update is possible

Inform the customer that if modifications have been carried out to the engine control module Bentley Motors or your own company will not accept liability from damage by updating the software.

Should a customer decline to have the update performed because the vehicle has been chip tuned please make your TSC aware by raising a DISS ticket of the chip tune, the VIN and (Chip tuning) information can then be saved for future reference.

Normal Warranty policies are applicable

Warranty accounting instructions

Warranty Type	710 or 790
Labour operation code	01 29 00 06
Damage Service Number	EA01
Damage Code	00 66
Criteria ID	01
Time	60 Time Units

Genuine parts

Not applicable

Parts supply

Not applicable

Parts despatch control

Not applicable

Repair instructions



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Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa Pro), please also check Claim History in (SAGA 2).

A further completion check is the Campaign identification mark, which is a yellow paint mark on the engine oil dipstick tube bracket (Figure 11) should none of the afore mentioned checks be evident please carry out the required work in accordance with these instructions.

Control

All W12 derivative vehicles after VIN SCBFC7ZAXEC093902 have the latest level software installed at the time of production.

Genuine parts

Not applicable

Work

1.Ensure a suitable battery charger (VAS 5903 – Figure 1 or a charger with the same specification) is correctly connected to the vehicle electrical system for the duration of this procedure – Refer to workshop manual Rep.Gr 27 – Batteries to charge



Figure 1



Should an incorrect specification battery charger be used adequate voltage may not be maintained which can cause the software update to stop whilst in progress which in extreme cases can result in possible control module replacement

Ensure you are connected to your on - line network - Broadband. Use a hardwire connection for software updates, Bluetooth connections are not advised.

The hardwire connection must be done at this point before any part of this procedure is started

- Switch on the ignition, when performing software updates the ignition should not be switched on by the start/stop switch in the centre console, always insert the key into the ignition barrel to switch on the ignition

-Connect the Bentley diagnostic tool VAS 5052A or later approved equipment, to the vehicle On Board Diagnostic (OBD) socket

-From the Desktop launch the Offboard Diagnostic Information System Service by using the Diagstarter icon



-When prompted, select Offboard Diagnostic Information System Service (Figure 2) and follow all on screen prompts

CAUTION: Please ensure that the correct level of Offboard Diagnostic Information System Service is installed the level should be 2.0.2 or higher

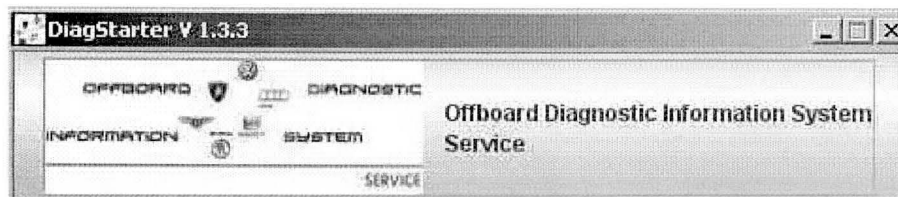


Figure 2

-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

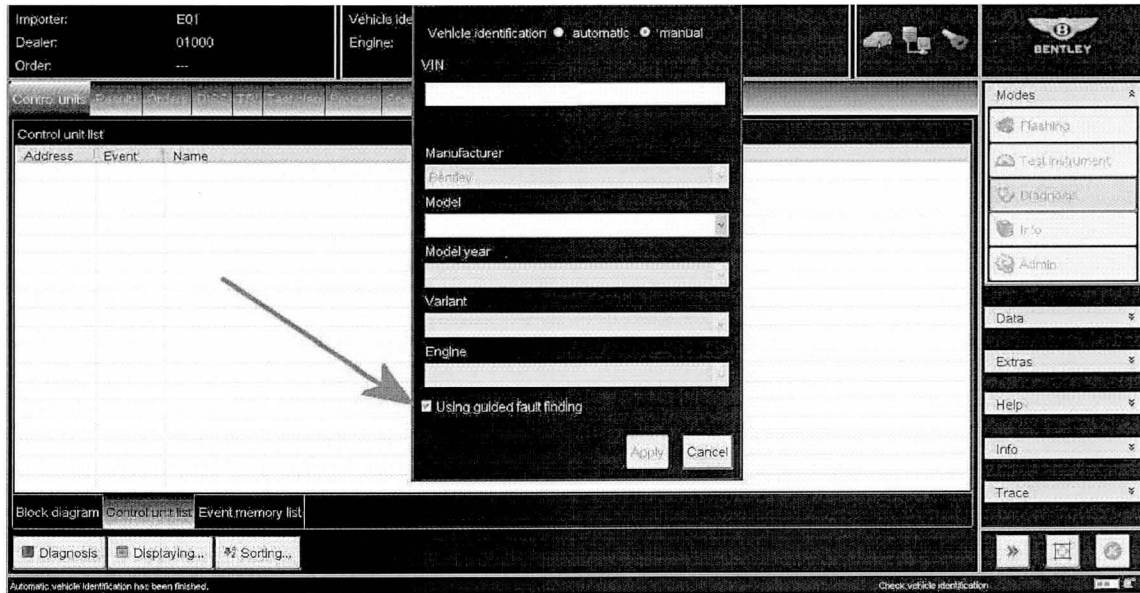


Figure 3

2. When requested to Make a SVM Target/Actual comparison? Please select No (Figure 4)

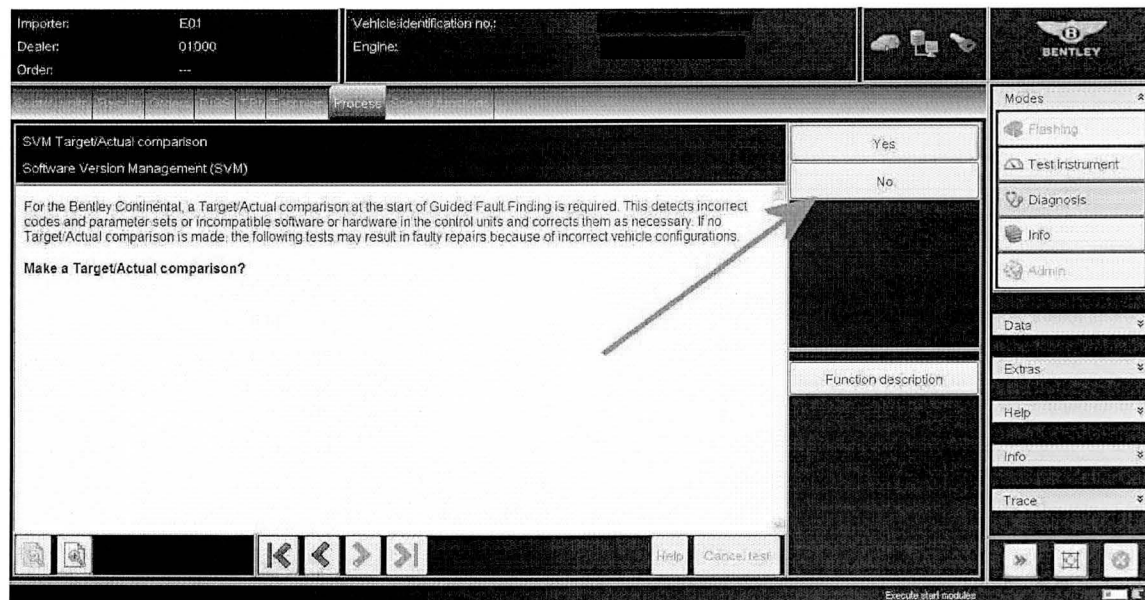


Figure 4

-Once the 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)

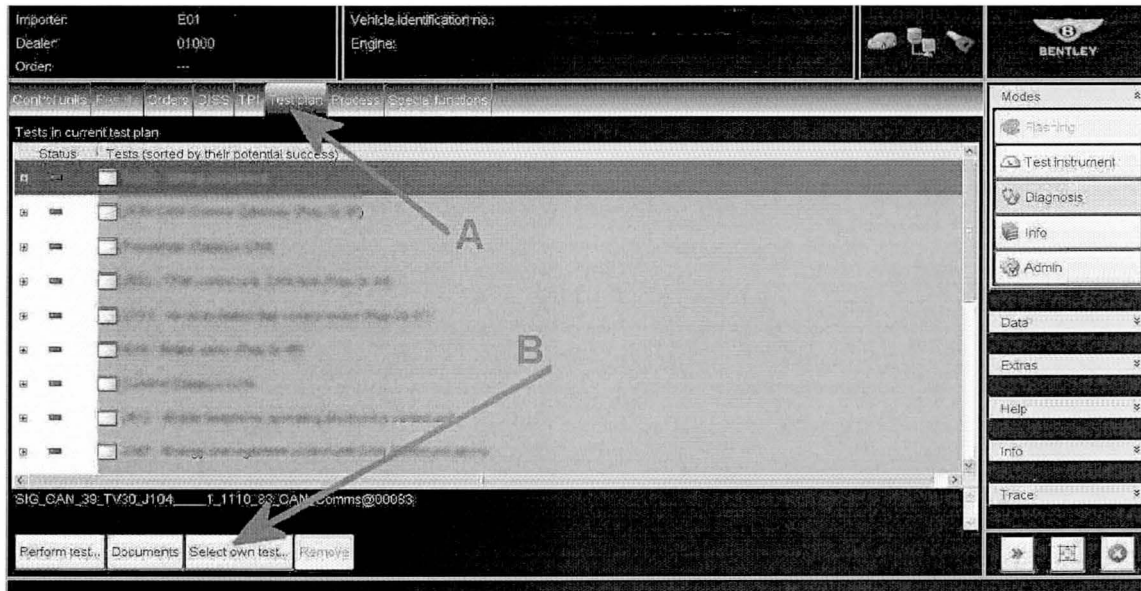


Figure 5

-Referring to Figure 6 (Overview of tests screen) select + Software Version Management (SVM) a drop down box will now appear as shown in Figure 7

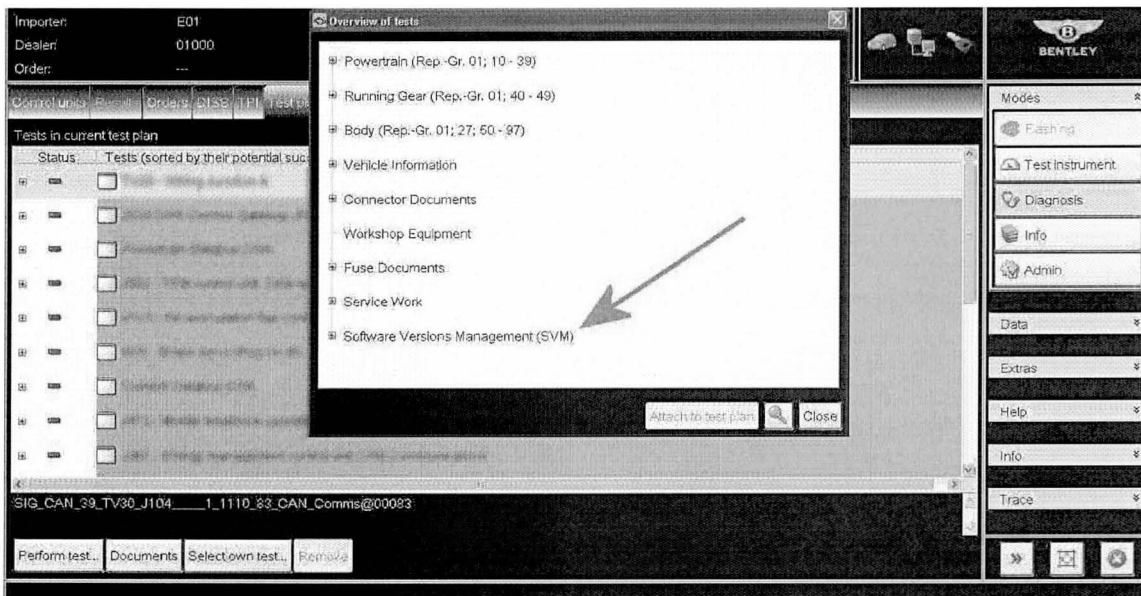


Figure 6

- Referring to Figure 7 – Select SVM – Problem related Hardware/Software Update (Point A)
- Select attach to test plan (Point B) then select Close (point C)

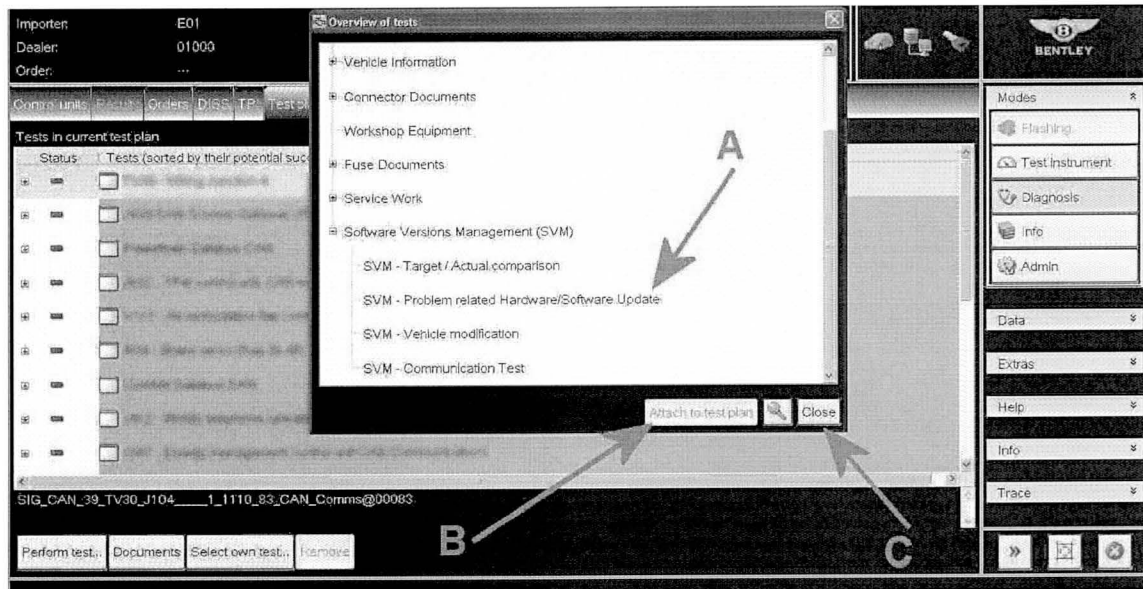


Figure 7

Referring to Figure 8 – Ensure the problem related Hardware/Software update is visible and highlighted as shown at Point A

-Select Perform test Point B and follow all on screen prompts

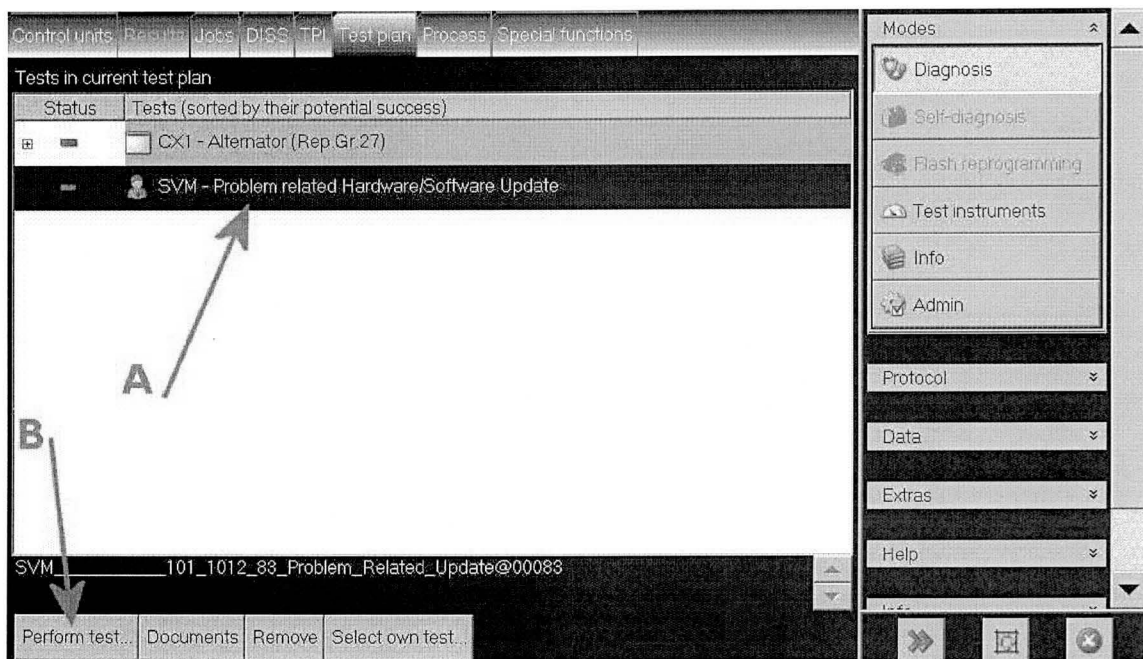


Figure 8

3. Referring to Figure 9 Point A, enter the specific SVM code for the vehicle being worked please enter the following reference chart for the correct code

CAUTION: The codes shown in Figures 9 and 10 should only be used on New Continental GT and GTC vehicles, for all Flying Spur updates please follow the reference chart

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Vehicle Type	SVM code to be used
Flying Spur	4W0W1214UPDATE01
New Continental GT and GTC	390W1214UPDATE01

-Select Apply Point B

- Once the vehicle specific code is entered, Select Yes as shown in Figure 10 and follow all on screen prompts

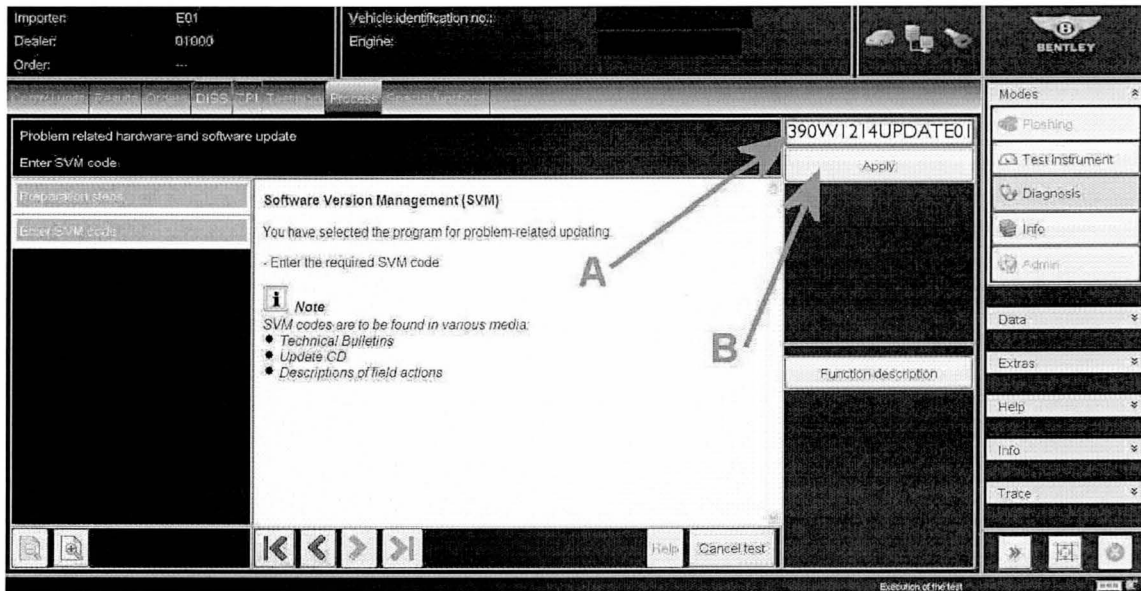


Figure 9

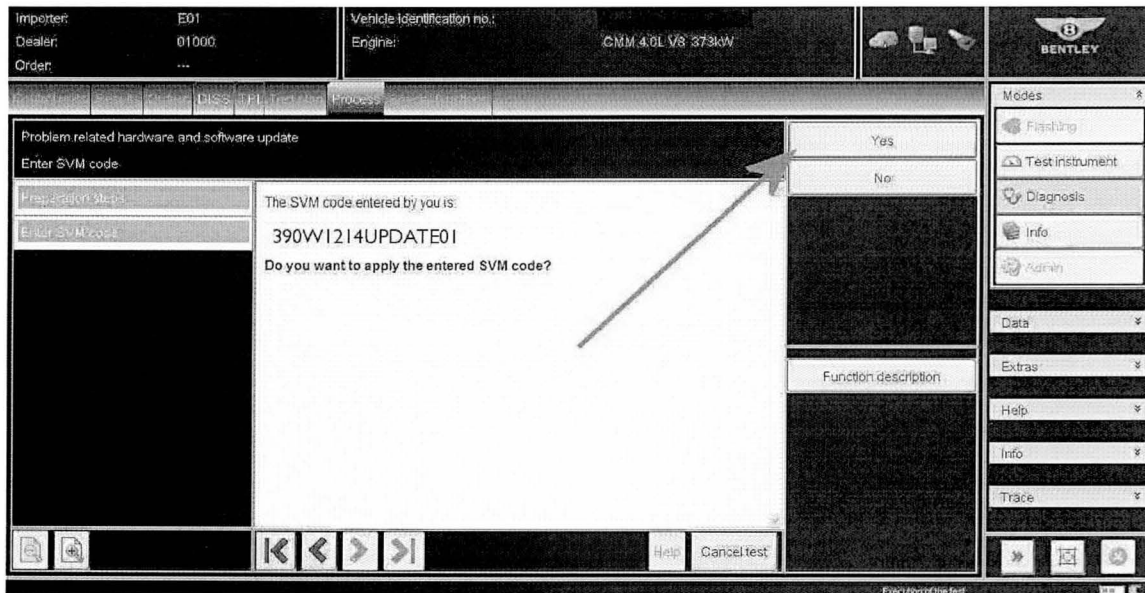


Figure 10

-When requested, enter your GEKO user ID

-Follow all remaining on screen prompts to update the following control units

Engine Control Modules 1 and 2

Transmission Control Module

CAUTION: The update of Engine Control Modules 1 and 2 as well as the Transmission control Module takes approximately 5 - 10 Minutes to complete Do Not interrupt whilst the updates are taking place

-Follow all remaining on screen prompts until **program end**

-Use Guided Fault Finding in Offboard Diagnostic Information System to carry out a complete diagnostic sweep of the vehicle, clearing any DTC's generated as a result of performing this procedure.

NOTE: When the engine is started for the first time initially the tick over can be unstable, allow the engine to idle for a short period of time (10 –15 seconds)

- Switch of the engine and remove the ignition key and restart the engine the tick over will now be as expected

4. Place a Yellow confirmation mark on the rear of the engine oil dipstick tube bracket (Figure 11)

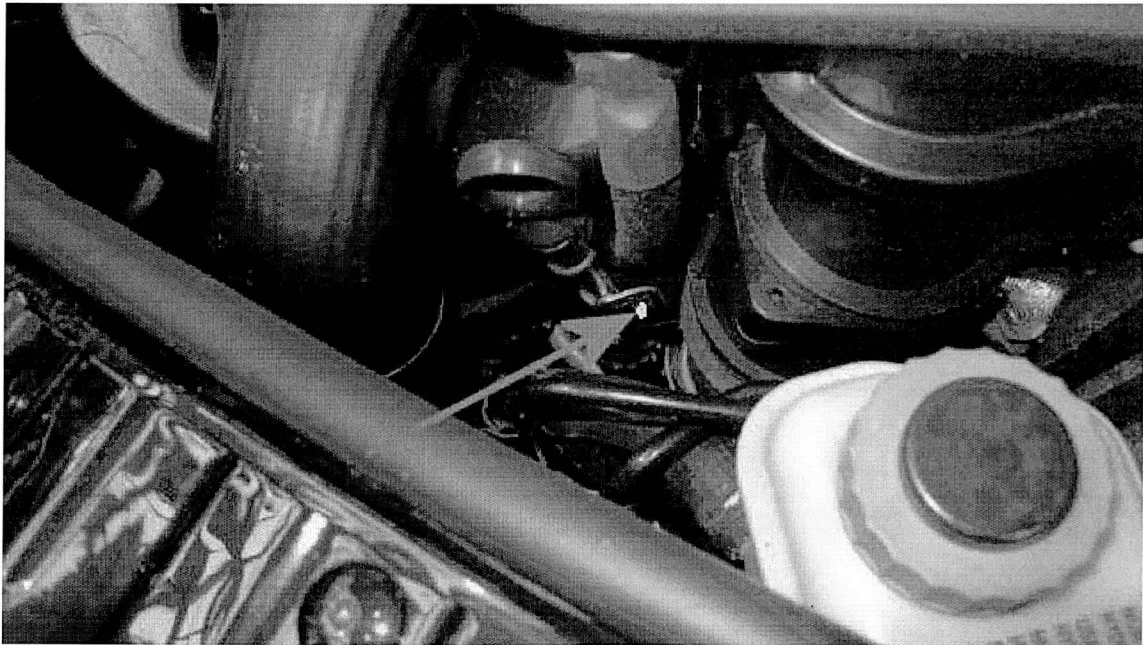


Figure 11

Identification

Yellow paint mark on the engine oil dipstick tube bracket (Figure 11)

▲ Repair instructions ▲ Notes