

# Technical Service Bulletin

|                        |  |
|------------------------|--|
| <b>Topic</b>           | Rear Seat Entertainment - optional upgrade |
| <b>Market area</b>     | Bentley: worldwide (2WBE)                  |
| <b>Brand</b>           | Bentley                                    |
| <b>Transaction No.</b> | 2039770/3                                  |
| <b>Level</b>           | EH   |
| <b>Status</b>          | Released for publishing                    |
| <b>Release date</b>    | Feb 19, 2015                               |

## New customer code

| Object of complaint  | Complaint type                             | Position |
|--|--|----------|
| Information, navigation, communication, entertainment -> Settings -> Reset to factory settings -> TV reception - reset to factory settings | Functionality -> No function               |          |
| Information, navigation, communication, entertainment -> Radio, navigation, MMI and drive device functions -> Software update              | Control modules, services -> Error message |          |

## New workshop code

| Object of complaint   | Complaint type  | Position |
|---|---|----------|
| Information, navigation, communication, entertainment -> Audio, video, television -> Rear seat entertainment screen -> Rear seat entertainment control module | Control modules, services -> Software version incorrect | Rear     |

# Vehicle data

## Flying Spur

### Sales types

| Type  | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|-------|------|-------|-------------|-------------|--------------|------------------|
| 4W21* | 2014 | E     |             | *           | *            | *                |
| 4W21* | 2015 | E     |             | *           | *            | *                |

### Chassis numbers

| Manufacturer | Filler | Type | Filler | MY | Factory | From   | To     | Prod from | Prod to |
|--------------|--------|------|--------|----|---------|--------|--------|-----------|---------|
| SCB          | ***    | **   | *      | *  | *       | 084021 | 097155 |           |         |
| SCB          | ***    | **   | *      | *  | *       | 040001 | 047407 |           |         |

# Documents

| Document name              |
|----------------------------|
| <a href="#">master.xml</a> |
| <a href="#">master.doc</a> |

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**Condition**

None

**Technical Background**

Additional Rear Seat Entertainment (RSE) functions have been added to cars built from 2015.

This TPI enables dealers to offer owners of cars built prior to VIN SCBEC9ZA0FC047407 the latest RSE features

**Production Solution**

All vehicles fitted with RSE from VIN SCBEC9ZA0FC047407 have additional features

**Service**

The following procedure delivers a software change to the electronic control units that make up the Rear Seat Entertainment system (RSE)

The software is introduced to the modules that make up the system via:

The Media Device Interface (MDI)

The Touch Screen Remote (TSR)

The process is Initiated via Bentley diagnostic tool (VAS 6150C or similar) using a hard wire connection to the vehicle OBD socket

**Diagnostic status for this TPI**

**Bentley Brand Data version 2.12.4 or higher required**

1. Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of the procedure
2. Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket NOTE: The use of a hardwire connection between the diagnostic tool and the OBD socket is recommended for this procedure
3. From the diagnostic tool main desktop select Off board Diagnostic Information System
4. Switch on ignition using the ignition key
5. Select – Start diagnosis
6. Select Model / Engine

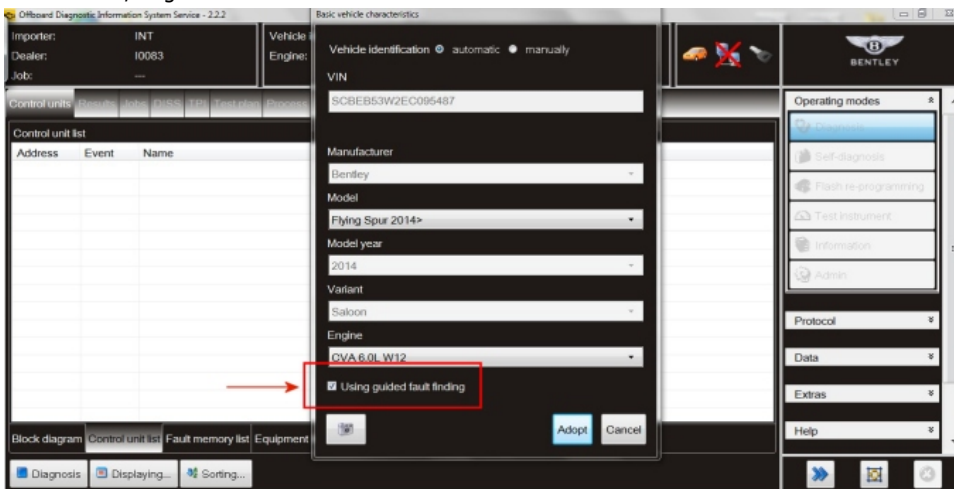


Figure 1

7. Using *guided fault finding* check and clear the vehicle of any fault codes (see Figure 1). NOTE: At this point when requested to *Make a Target/Actual comparison* do not perform this action select no.
8. Using the TSR turn on both RSE screens.

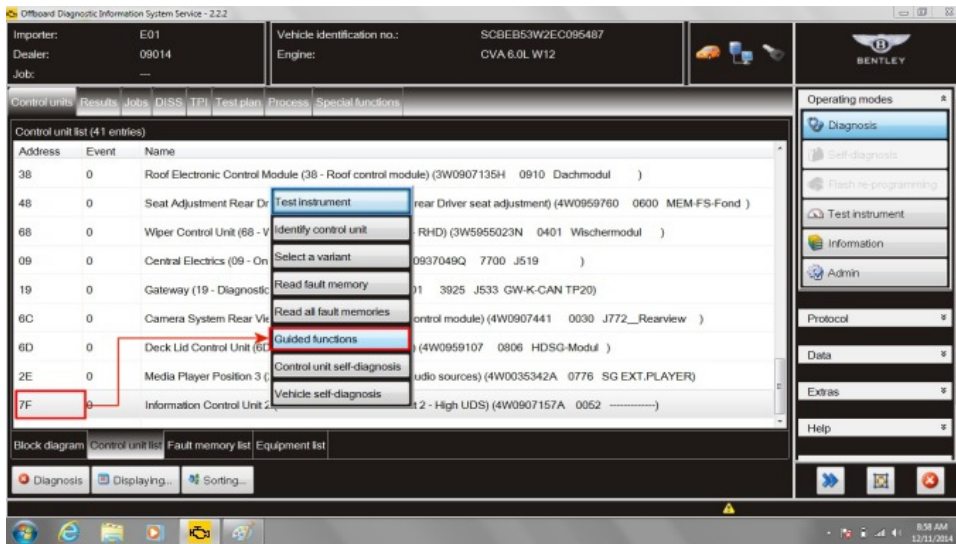


Figure 2

9. Within Control units – Select (single touch) *7F Information Control Unit 2* – Reveal drop down menu (extended touch and release), Select *Guided functions* (see Figure 2)

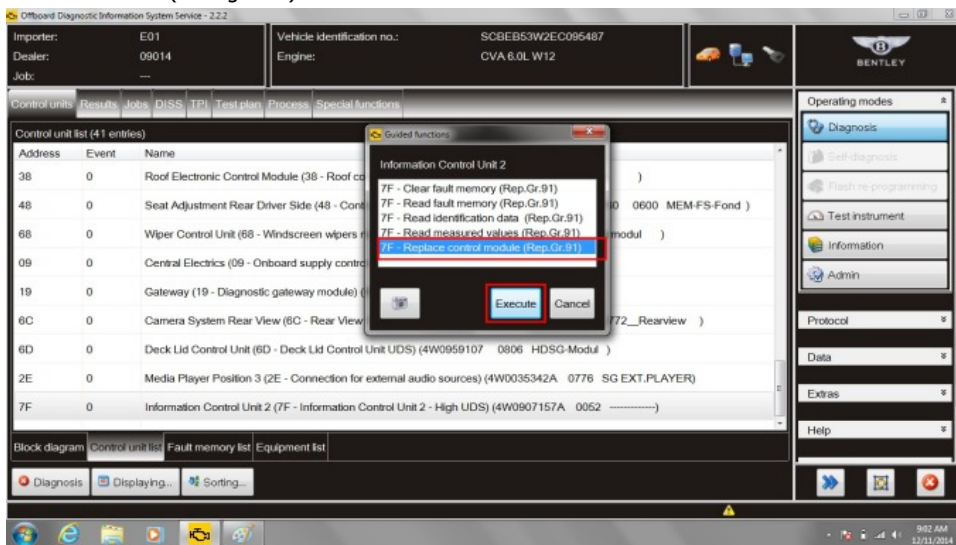


Figure 3

10. Within Control units, *Information Control Unit 2*, Select *Replace control module* and then Execute (see Figure 3)

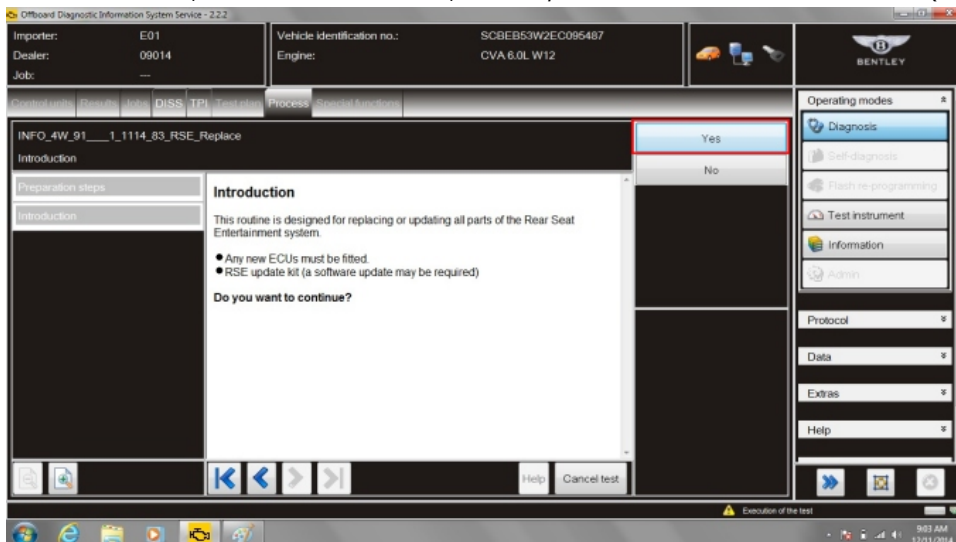


Figure 4

11. Select Yes at *Introduction* screen (see Figure 4)

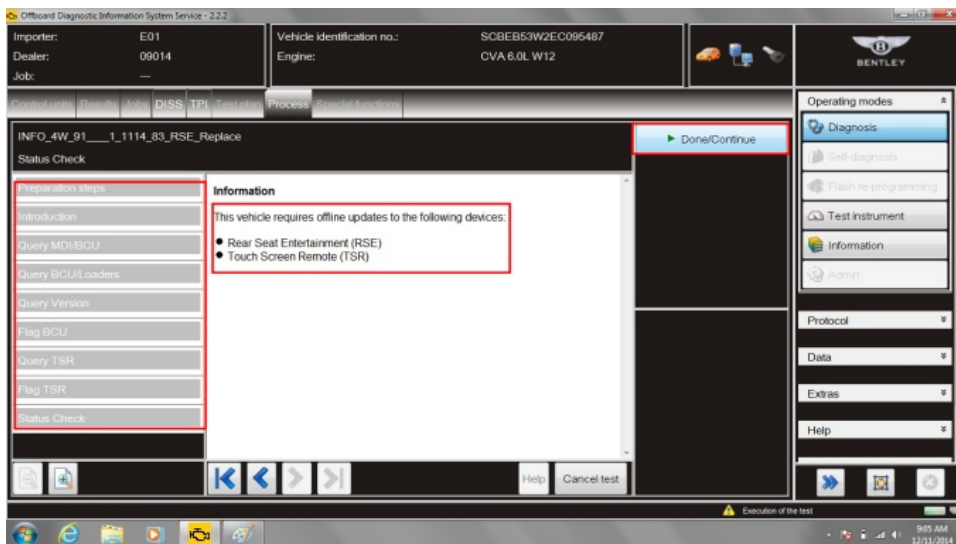


Figure 5

12. The component parts of the system will be checked, as displayed in the left hand pane, the return screen will display the description of the parts requiring software, select Continue (see Figure 5)

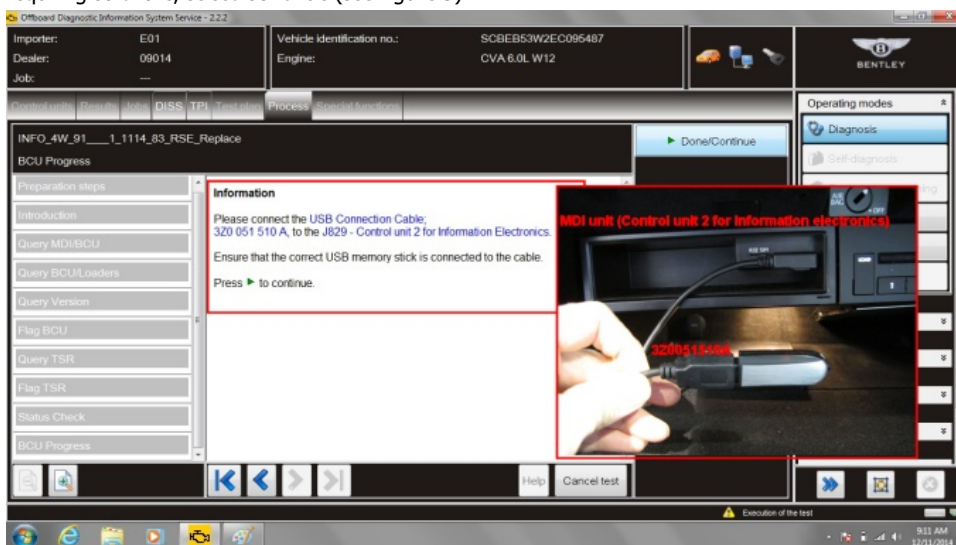


Figure 6

13. As requested connect the USB cable (part number 3Z0051510A) to the memory stick (part number WT10336) and connect that assemble to the MDI unit (Control unit 2 for Information Electronics) located in the glove box. Once connected select Continue (see Figure 6)

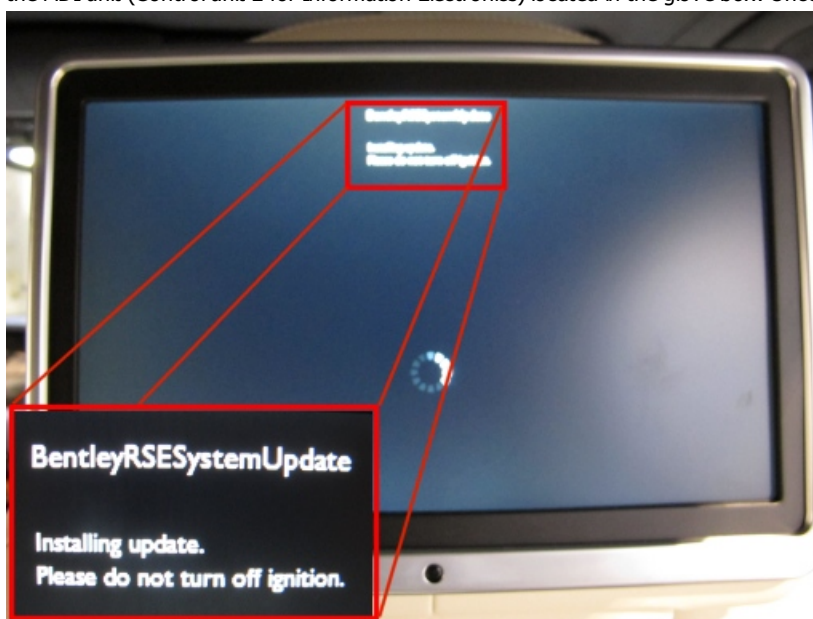


Figure 7

14. At this point the update will start as indicated in the RSE screens (see Figure 7)

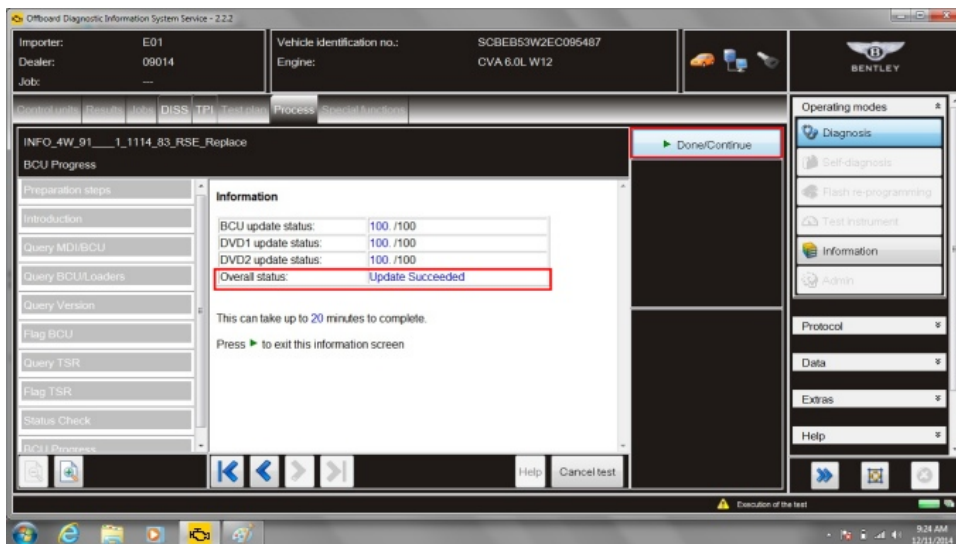


Figure 8

15. The process screen will display progress. This section of the down load will take up to 20 minute. When the *Overall status* shows *Update Succeeded* select Continue (see Figure 8)
16. At refer to TPI instruction screen minimise Off board Diagnostic Information System
17. Unplug the USB cable (part number 3Z0051510A ) and memory stick from the MDI unit (Control unit 2 for Information Electronics)
18. Allow at least 2 minutes for the RSE system to start up, note: the rear screens will remain blank, after 2 minutes perform an ignition off on cycle
19. Eject the TSR from the cradle

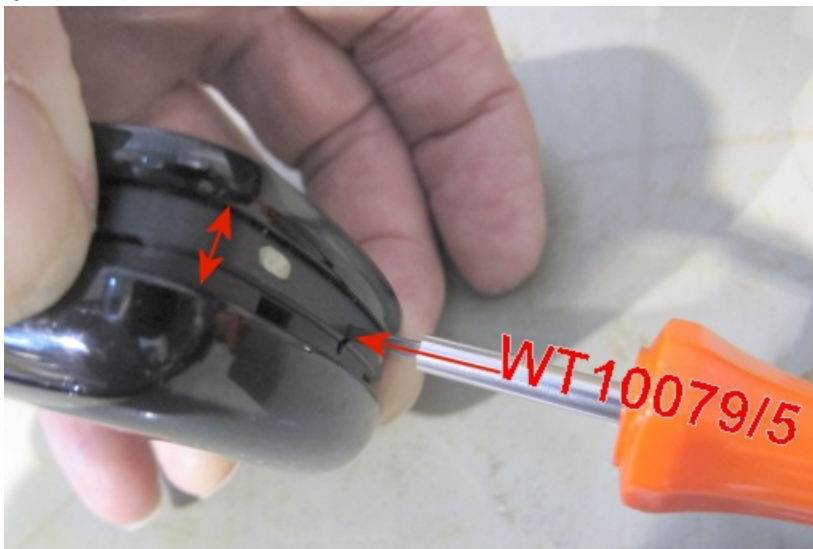


Figure 9

20. Remove the back from the TSR. Using a suitable tool depress the securing latch (WT10079/5 is suitable) whilst pulling the back off the unit (see Figure 9)



Figure 10

21. With the back removed from the TSR remove the tape covering the micro USB port (see Figure 10)

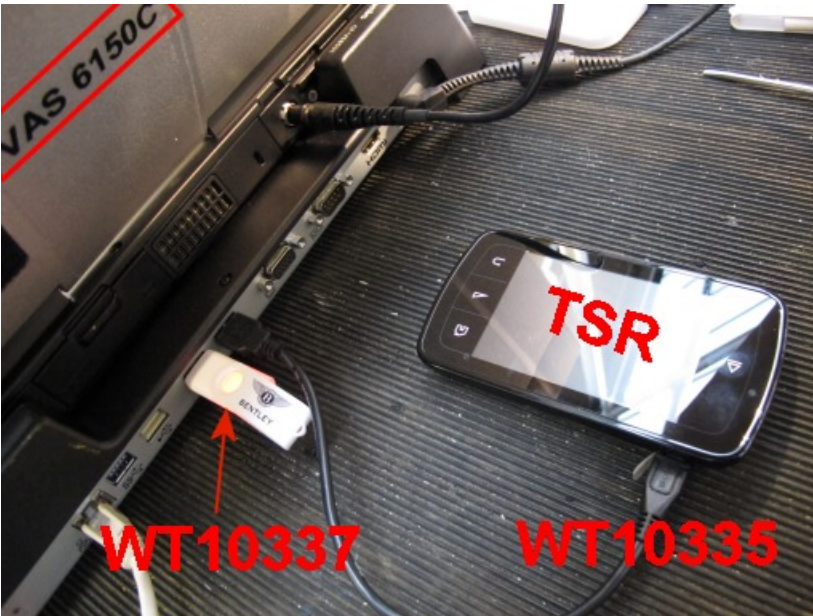


Figure 11

22. Connect the TSR to the Bentley diagnostic tool (VAS 6150C or similar) using USB cable (part number WT10335). (see Figure 11)
23. Insert the USB memory stick (part number WT10337) into a spare port on the Bentley diagnostic tool (VAS 6150C or similar) (see Figure 11)

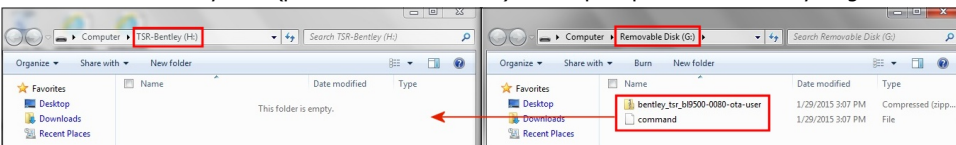


Figure 12a

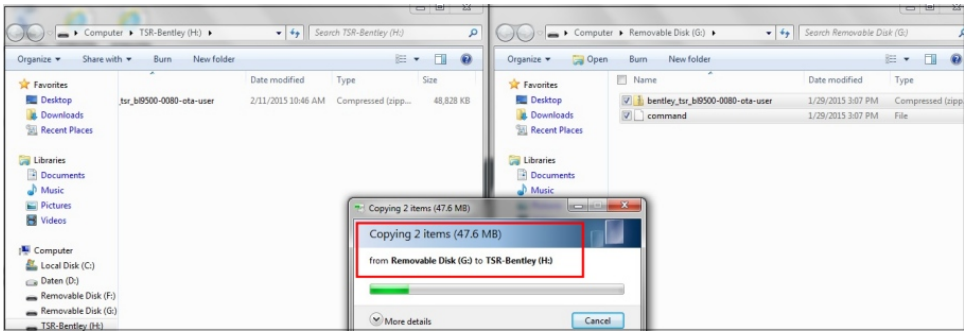


Figure 12b

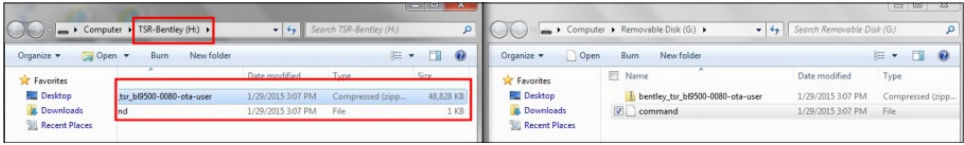


Figure 12c

24. The Bentley diagnostic tool will display two *AutoPlay* windows, one for the memory stick and one for TSR-Bentley. Select *Open folder to view files* on both windows. Arrange the two open folders side by side on the *Desktop* in preparation to transfer files.
25. The memory stick (Removable Disk (?)) contains two files these two files require transferring to the TSR-Bentley. Transfer the two files, *drag and drop*, from the *Removable Disk (?)* to the *TSR-Bentley (?)*. (see Figure 12a,b and c)
26. Once transfer has taken place close down the two windows using the *Safely Remove Hardware and Eject Media Function*
27. Refit the tape over the micro USB port and refit the back onto the TSR. Avoid touching the Cancel button that will now be displayed on the TSR (see Figure 13)



Figure 13

28. Once the TSR update is recognised as indicated on the TSR screen *Place device in the cradle to start update*. NOTE: When refitting the TSR into the cradle avoid touching the *Cancel* button (see Figure 13). If *Cancel* is inadvertently initiated then the process will have to be restarted from operation 19

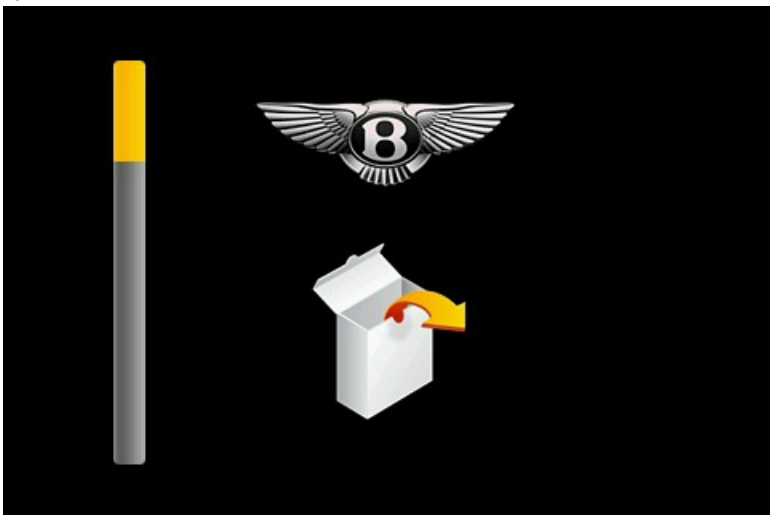


Figure 14

29. The TSR update will now take place as depicted on the TSR screen (see Figure 14)



Figure 15

30. On completion the Bentley wings will be displayed for 3 minutes after which the TSR will un dock and re docked followed by the pairing of TSR screen select *OK* (see Figure 14)

31. Perform an ignition off on cycle



Figure 16a

32. Switching on the RSE will now display the additional, online, icons. Figure 16a shows the updated system screen containing amongst others the E-mail icon



Figure 16b

33. Figure 16b for reference shows the screen displayed on RSE systems that have yet to receive this update and therefore do not display any online icons. Cars displaying this screen can have this Rear Seat Entertainment - field update applied

34. Re instate Off board Diagnostic Information System minimised in operation 16 and select *Done* and *Exit* this will initiate a sweep all control modules

35. Once Off board Diagnostics Information System has carried out a sweep of the car and returned to the desk top then Perform an ignition off on

cycle

36. Re start Off board Diagnostic Information System and perform a full sweep of the vehicle control modules – This time when requested to *Make a Target/Actual comparison* this action should be performed, coding will be detected follow screen prompts to perform the coding.
37. Disconnect diagnostic tool from vehicle
38. Remove and discard the original Owner literature, RSE DVD Owner Guide, and fit the new, regional specific, RSE DVD Owner Guide. See *Parts supply* above
39. **NOTE:** On completion of this TPI a Diagnostic Trouble Code (DTC) 4062 will always be reported in J524 (cargate). This phenomena is understood and does not compromise system function therefore no action should be taken in response to DTC 4062 being reported on these cars



Figure 17

40. **Hint:** The additional function *Output audio to car* will be set to off in the settings menu check tick box to enable this function (see Figure 17)

## Warranty

Warranty Type            910 or 110  
 Labour Operation Code    91 04 19 99 (for RO open date on or before 12 March 2015)  
                                       91 04 25 00 (for RO open date after 12 March 2015)  
 Damage Service Number   91 04  
 Damage Code            00 40  
 Time                        100 TU

**Note:** The first warranty claim for this TPI can include the one-time cost for the RSE update kit part number WT 10338. Subsequent warranty claims for this TPI will only be accepted for labour and RSE DVD Owner Guide cost

## Required Parts and Tools

| Description           | Part number | Quantity         | Software   |
|-----------------------|-------------|------------------|------------|
| RSE update kit        | WT10338     | 1 Kit per dealer |            |
| <b>Kit Content</b>    |             |                  |            |
| USB to micro USB lead | WT10335     | 1                |            |
| USB connection lead   | 3Z0051510A  | 1                |            |
| USB Memory stick      | WT10336     | 1                | RSE SW0099 |
| USB Memory stick      | WT10337     | 1                | TSR SW0080 |

**Owner literature: RSE DVD Owner Guide.** One market specific Disc will be required for each car. These parts are not included in the above kit and should therefore be ordered as required for specific cars/regions

| TSD No.    | Description                   | Language   |
|------------|-------------------------------|------------|
| TSD B10970 | RSE DVD Owner Guide-Version 2 | English-UK |
| TSD B10971 | RSE DVD Owner Guide-Version 2 | English US |
| TSD B10973 | RSE DVD Owner Guide-Version 2 | French     |

|            |                               |                 |
|------------|-------------------------------|-----------------|
| TSD B10974 | RSE DVD Owner Guide-Version 2 | German          |
| TSD B10975 | RSE DVD Owner Guide-Version 2 | Spanish         |
| TSD B10976 | RSE DVD Owner Guide-Version 2 | Italian         |
| TSD B10977 | RSE DVD Owner Guide-Version 2 | Japanese        |
| TSD B10978 | RSE DVD Owner Guide-Version 2 | Canadian French |
| TSD B10979 | RSE DVD Owner Guide-Version 2 | Arabic          |
| TSD B10980 | RSE DVD Owner Guide-Version 2 | Chinese         |
| TSD B10982 | RSE DVD Owner Guide-Version 2 | Mexican Spanish |
| TSD B10983 | RSE DVD Owner Guide-Version 2 | Ukrainian       |
| TSD B10984 | RSE DVD Owner Guide-Version 2 | S/Korean        |
| TSD B10985 | RSE DVD Owner Guide-Version 2 | Russian         |
| TSD B10986 | RSE DVD Owner Guide-Version 2 | Greek           |
| TSD B10987 | RSE DVD Owner Guide-Version 2 | Turkish         |
| TSD B10988 | RSE DVD Owner Guide-Version 2 | Latvian         |
| TSD B10989 | RSE DVD Owner Guide-Version 2 | (BR) Portuguese |
| TSD B10990 | RSE DVD Owner Guide-Version 2 | Romanian        |
| TSD B10991 | RSE DVD Owner Guide-Version 2 | Taiwan          |
| TSD B10992 | RSE DVD Owner Guide-Version 2 | Czech           |
| TSD B10993 | RSE DVD Owner Guide-Version 2 | Polish          |
| TSD B10994 | RSE DVD Owner Guide-Version 2 | Azerbaijani     |

## Additional Information

□

**On completion of this procedure Flying Spur Rear Seat Entertainment System will benefit from the following enhanced features**

### **Email\***

Customers can now send or receive emails through the RSE system using the Touch Screen Remote (TSR)

### **Internet browser\***

Web browsing and video streaming are now available using RSE

### **Internet Radio\***

The huge range of internet radio stations are now available for customers to access through the system

### **Cross view function\***

Sharing the Display/System contents on both screens at the same time

### **Map location\*§**

Displaying of the current vehicle position e.g. for rear passengers to orientate themselves more easily in an unfamiliar environment

### **Audio output to car**

Directing the RSE audio signal to the car's speakers to enjoy the rich sound of the audio system. This provides rear seat passengers an alternative to using the branded headphones (The car's infotainment system must be in auxiliary / Aux mode for this function to operate).

\* Sim card in glovebox required

§ Not available in Japan (map view is possible, no map location)

□

**For further marketing information please reference Dealer Marketing News issue 3**