

Technical Service Bulletin

Topic	13.5 to 15MY infotainment unit (RNS) - fault rectification - restoration software
Market area	Russische Föderation (5RU),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Russian Federation 935 Volkswagen Group RUS (6935),United Kingdom E01 Bentley UK (6E01),Germany E02 Bentley rest Europe (6E02),Australia E04 Bentley rest Asia and Australia (6E04),United States E05 Bentley USA and rest America (6E05),United Arab Emirates E06 Bentley Middle East and Africa (6E06)
Brand	Bentley
Transaction No.	2039626/1
Level	EH
Status	Released for publishing
Release date	May 1, 2015

New customer code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Navigation system, trip recorder -> Radio navigation unit	Control modules, services -> Software version incorrect	

New workshop code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Navigation system, trip recorder -> Radio navigation unit	Functionality -> No function	
Information, navigation, communication, entertainment -> Navigation system, trip recorder -> Radio navigation unit	Functionality -> partially out of order	
Information, navigation, communication, entertainment -> Navigation system, trip recorder -> Radio navigation unit	Functionality -> Operation sequence incorrect	

Vehicle data

13.5 to15 MY Flying Spur & Continental GT derivatives

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39**	2013	E		*	*	*
39**	2014	E		*	*	*
39**	2015	E		*	*	*
4W**	2013	E		*	*	*
4W**	2014	E		*	*	*
4W**	2015	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	*	*	082509	097155		
SCB	***	**	*	*	*	040000	041163		

Documents

Document name
master.xml
master.doc

-

Condition

A fault has occurred in the functionality of the Infotainment unit (RNS)

Technical Background

A number of faults / failures in the Infotainment unit (RNS) may be recovered using recently developed additional software

It is recommended that this software is applied in the first instance for all concerns relating to the RNS unit.

In the event that a diagnostic path has led to a decision that may result in the replacement of the infotainment unit then the following additional software can be loaded into the infotainment system in an attempt to restore correct functionality.

Production Solution

Revised software introduced in manufacturing from 15MY onwards

Service

If the vehicle currently has a fault related to the infotainment unit (RNS) function then then the following process should be performed

Process 1: Check current software level

1. To check current software level
 - If not already powered up switch on Infotainment unit via ON/OFF button



Figure 1

- Once the unit has powered up press and hold the CAR button for at least 5 seconds. That is until the screen displays *Radio service mode* (see Figure 2 and 3)



Figure 2

- In the *Radio service mode* screen select *Version info* (see Figure 3)



Figure 3

- In the *Version info* screen note the Delivery part number, HW-Version and the SW-Version
- Reference the displayed Delivery part number, HW-Version and SW-Version against the chart shown in figure 5 below. If the numbers displayed are all listed in the same row in the left hand, *production part*, columns of the chart, then the infotainment unit software update should be applied.
- If the numbers currently displayed on the infotainment unit are not listed or are listed in the same row on the right of the chart, figure 5, no further action in respect to this TPI is possible.

Europe and Rest of world production part				Version information post update		
Part no	Hardware	Software		Part no	Hardware	Software
3W0.035.017.K	H10	260	Update Disc WT 10341	3W0.035.017.P	H10	291
3W0.035.017.P	H15	261		3W0.035.017.P	H15	291
North America production part				Version information post update		
Part no	Hardware	Software		Part no	Hardware	Software
3W0.035.017.G	H10	520	Update Disc WT 10340	3W0.035.017.G	H10	585
3W0.035.017.L	H15	520		3W0.035.017.L	H15	585
China production part				Version information post update		
Part no	Hardware	Software		Part no	Hardware	Software
3W0.035.017.J	H10	560	Update Disc WT 10342	3W0.035.017.N	H10	673
3W0.035.017.N	H15	650		3W0.035.017.N	H15	673

Figure 4

Process 2: Infotainment unit software update

IMPORTANT: When performing software updates it is always advisable to attach prominent warning signs on the vehicle alerting other people within the dealership that a software update is in progress. It should be clear to personnel in the vicinity of the vehicle that whilst the updates are in progress the ignition state should not be changed the battery charger or any associated equipment must not be removed or switched off

Note: Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure

1. The navigation system will require re commissioning once the updated has been performed in some cases the navigation disc will need to be reloaded. Make a note of the customer preferences including home address details to enable them to re-entered into navigation system on completion of this update
2. Ensure Bentley diagnostic tool is not connect to the vehicle whilst the update disc is in the RNS unit
3. Ensure the ignition is switched **off** and the key is placed on the top roll
4. Switch on the infotainment unit via the ON/OFF button



Figure 5

5. Select and insert the correct regional update disc for the build specification of the car, refer to *Parts information* table below (see Figure 26)

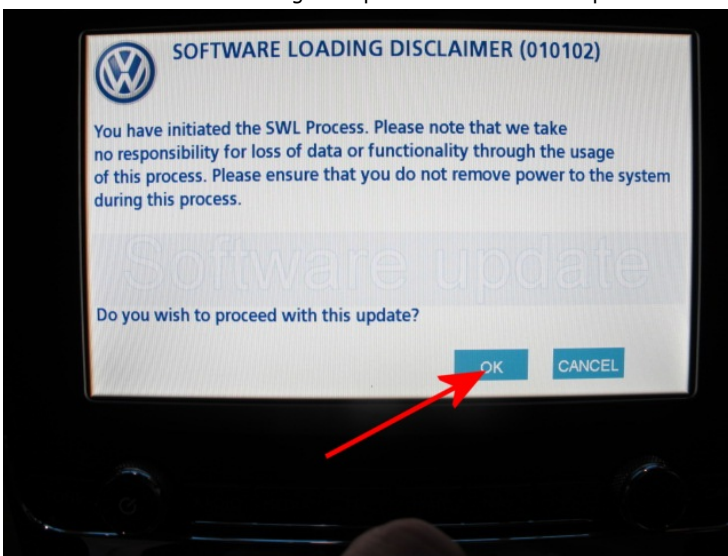


Figure 6

6. After inserting the disc wait until the "Software Loading Disclaimer/Version" screens are displayed, then press the "OK" button to proceed at each point (see Figure 27). **Note:** A DVD/CD error screen and other screens will briefly be displayed before the software loading disclaimer is shown these screens can be ignored

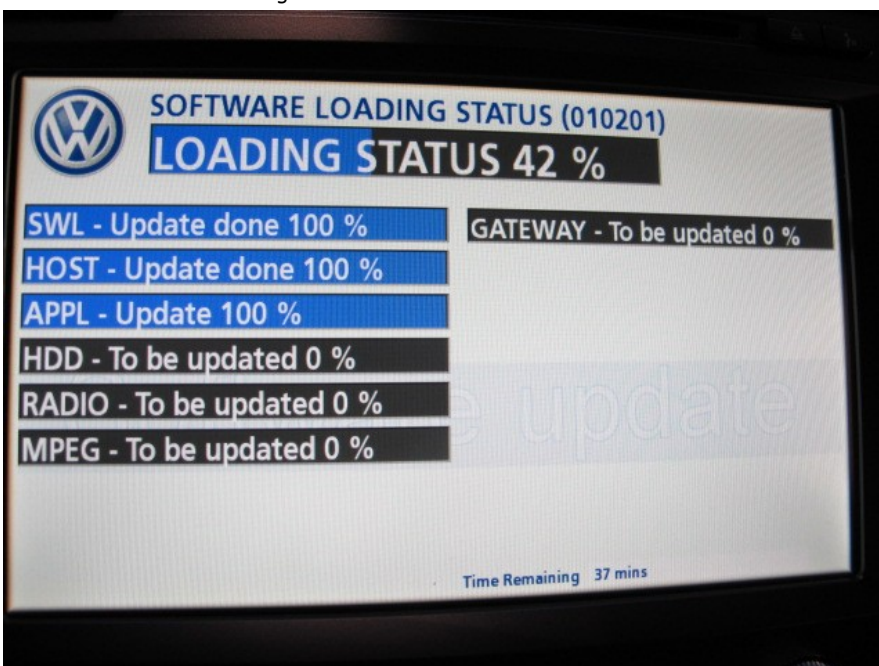


Figure 7

7. The software loading status screen will be displayed for the majority of the down load period, approximately 50 minutes. During this time the screen will briefly change state displaying occasional *black screen* do not operate the infotainment unit allow the process to continue

uninterrupted (see Figure 29)

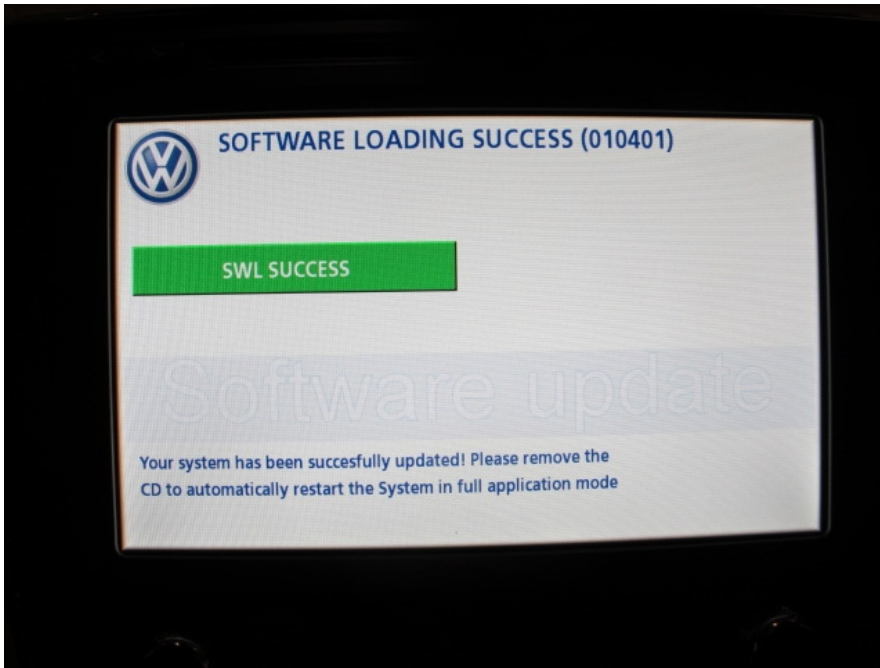


Figure 8

8. Once complete the CD will automatically be ejected and the "SWL SUCCESS" message will appear (see Figure 30)
9. Remove the CD completely. The screen will go blank
10. Allow the system to restart; this may require the ON/OFF button to be pressed. The restart will be complete after two minutes
11. If necessary re load the navigation disc and re install the home address
12. A software version management target/actual comparison is now required to complete the download operation
13. Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of the procedure
14. 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
15. From the diagnostic tool main desktop select Off board Diagnostic Information System
16. Switch on ignition using the ignition key
17. Select – Start diagnosis
18. Select Model / Engine
19. Allow Guided Fault Finding to check the vehicle for any fault codes and perform the SVM - Target actual when requested
20. On completion clear any related fault codes via Guided Fault Finding
21. As a result of the software upgrade, some words presented on the infotainment screen will change. To align the owner handbook to these changes, an additional owner handbook kit is required. The language specific part numbers are detailed in TSD 12084. TSD 12084 can be found on BICS *

Warranty

Warranty Type	110 or 910
Labour Operation Code	01 29 00 04
Damage Service Number	91 32
Damage Code	00 41
Time	40 TU

Required Parts and Tools

Part Number	Description	Vehicle Build Region
WT 10341	Restore disc Infotainment and Navigation unit (RNS)	Europe and Rest Of World (EU/ROW)
WT 10340	Restore disc Infotainment and Navigation unit (RNS)	North America Region (NAR)
WT 10342	Restore disc Infotainment and Navigation unit (RNS)	China

See TSD 12084 *

Handbook kit