

Field campaign

Topic	Rear Seat Entertainment - field update (SC15/09)
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2039381/1
Campaign number	EA30
Note	
Type	
US code	

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
master.xml
master.doc

Notes

Repair instructions

Technical background

A number of Rear Seat Entertainment (RSE) functions were unavailable for release at vehicle launch

To enable the complete suite of functions a software update is available.

NOTE: This campaign supersedes the previous TPI 2039770 Rear Seat Entertainment - optional upgrade. The kit content for TPI 2039770 contained memory stick part number WT10336 this must be discarded and replaced with memory stick part number WT10336A before carrying out this campaign. Vehicles that have previously had TPI 2039770 performed do not require this campaign.

Remedy

All vehicles fitted with RSE at time of manufacture up to VIN SCBEC9ZA0FC047407 should have the RSE system updated using the process detailed in this document

Customer notification

Please notify customers who have taken delivery of one of the affected vehicles when the vehicles are next in the workshop

Please ensure that all affected vehicles are checked and updated during the next service visit. Make a note of the required service campaign on the workshop order before it is signed by the customer.

If it is omitted to perform the required work during a workshop visit, notify the customer about the service campaign immediately.

You should also pass on this information to your new and used car sales departments so that the vehicles affected are checked and, if necessary, updated immediately

Warranty accounting instructions

Warranty Type 790 or 710

Labour Operation Code 91 04 25 00

Damage Service Number EA30

Damage Code 00 66

Criteria ID 01

Time 100 TU

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

Genuine parts

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

Parts supply

Description	Part number	Quantity	Software
RSE update kit	WT10338	1 Kit per dealer	
Kit Content			
USB to micro USB lead	WT10335	1	
USB connection lead	3Z0051510A	1	
USB Memory stick	WT10336A	1	RSE SW0100
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

Parts despatch control

Questions and answers

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

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Check

If the vehicle is not already listed as repaired in the "Repair history" (Elsa pro), check for the presence of additional, on-line, icons on the RSE rear screens (Figure 17a), should neither be evident carry out the required work in accordance with these instructions

Genuine parts

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

Work

The following procedure delivers a software change to the electronic control units that make up the Rear Seat Infotainment 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

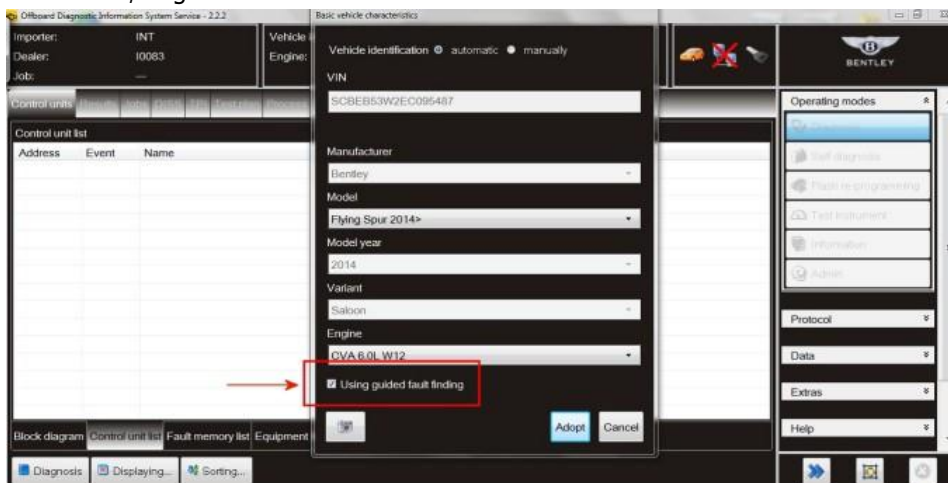


Figure 1

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

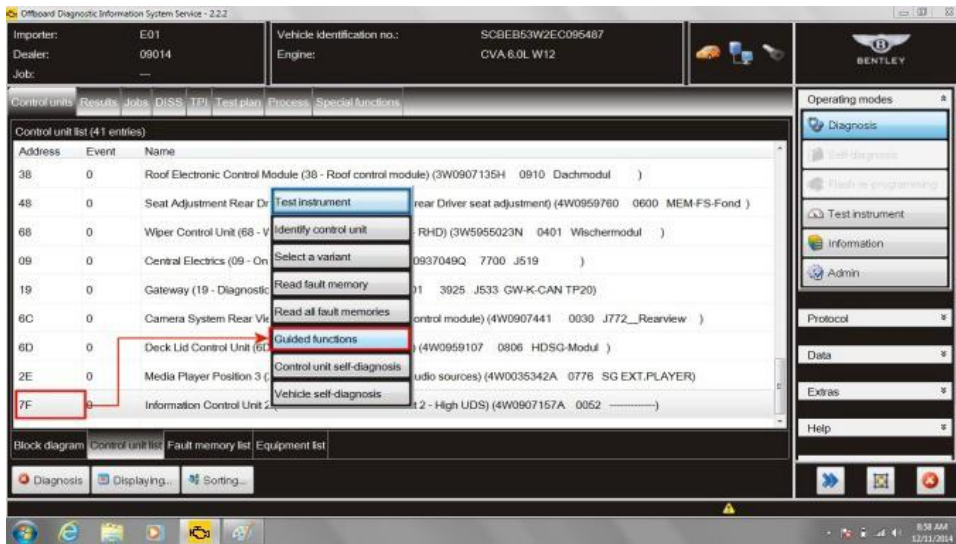


Figure 2

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)

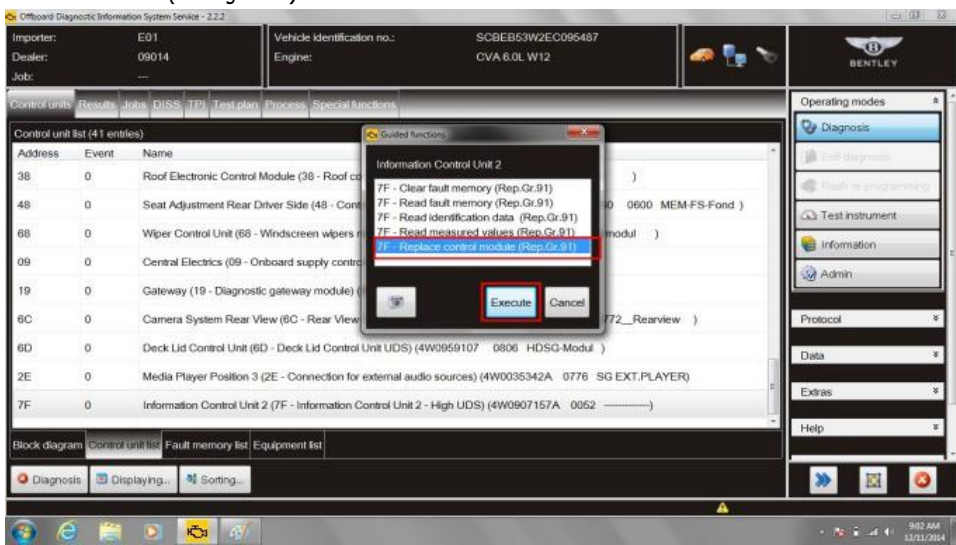


Figure 3

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

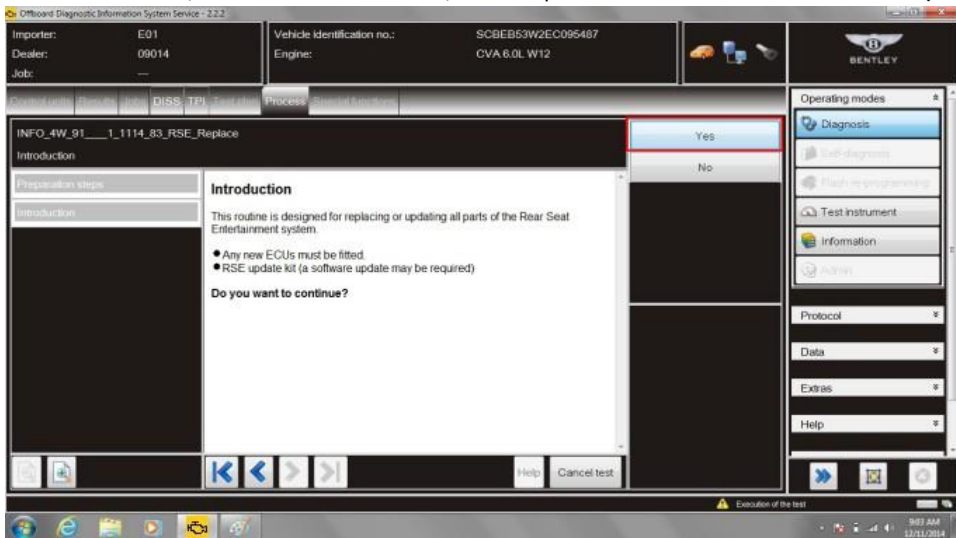


Figure 4

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

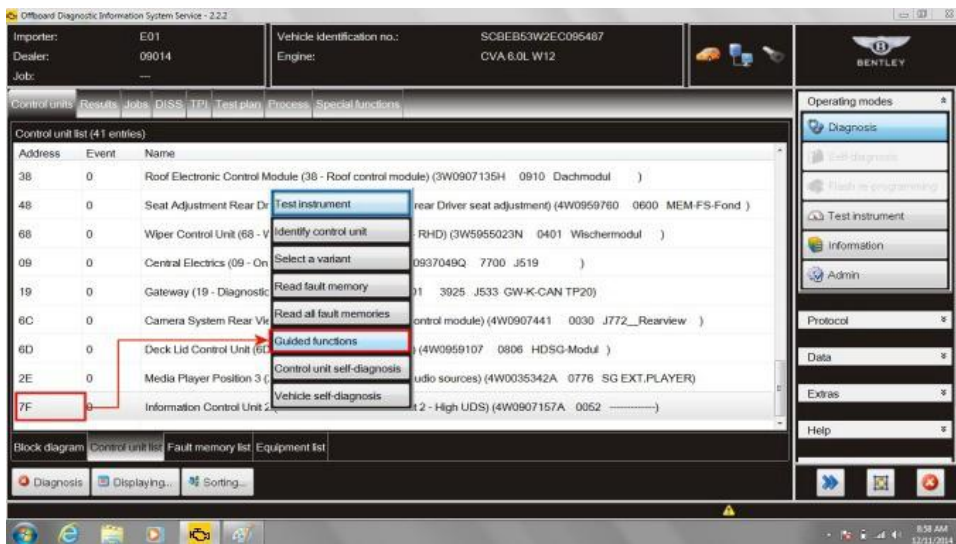


Figure 5

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)
13. At this stage the RSE screens are displaying BentleyRSESystemUpdate as shown in Figure 8

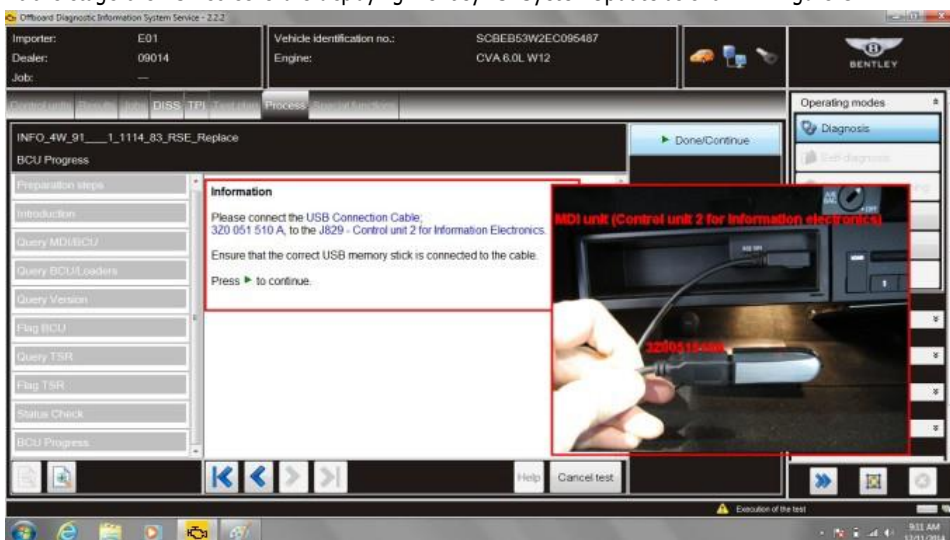


Figure 6

14. As requested connect the USB cable (part number 3Z0051510A) to the memory stick (part number WT10336A) 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)

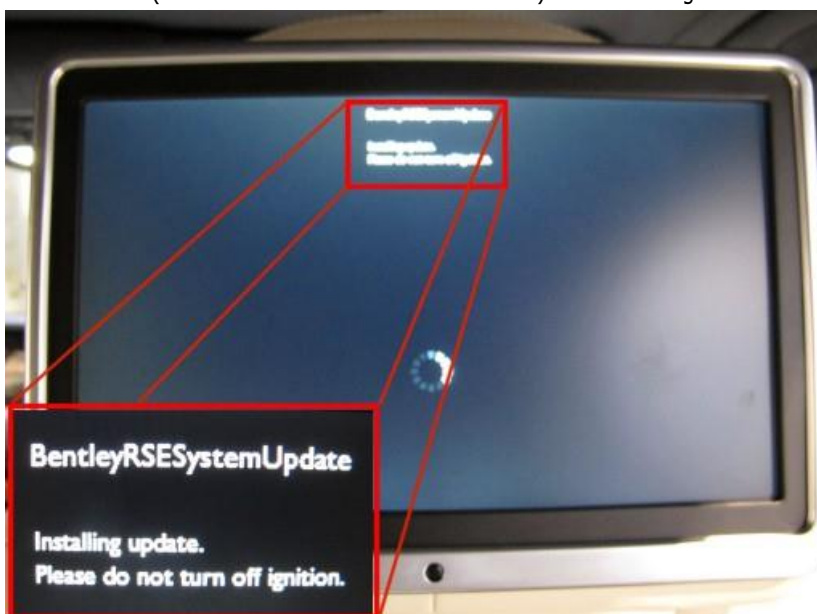


Figure 7

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

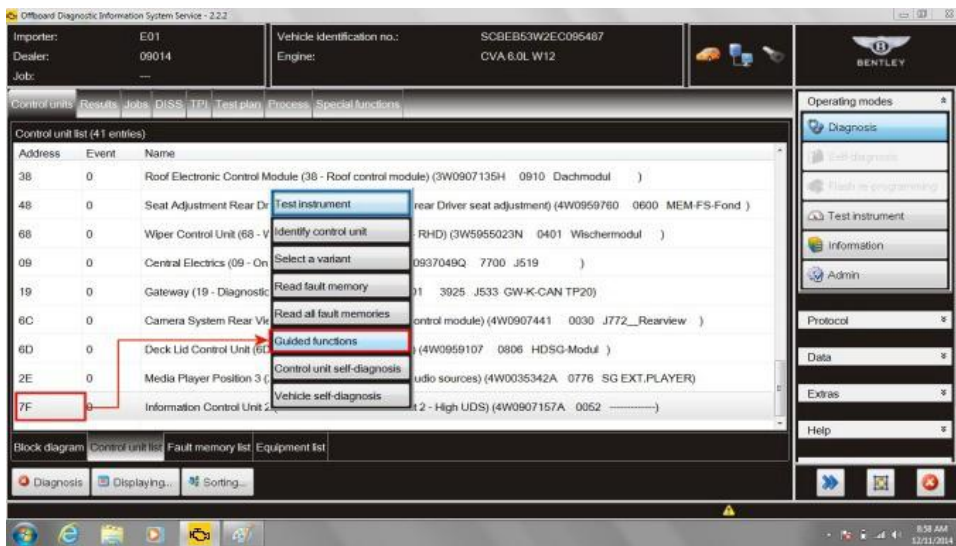


Figure 8

16. 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)
17. At refer to TPI instruction screen minimise Off board Diagnostic Information System. **Note:** Do not exit the diagnostic program at this point as a second Replace control module routine for 7F must be performed later in the procedure once the software updates are complete
18. Unplug the USB cable (part number 3Z0051510A) and memory stick from the MDI unit (Control unit 2 for Information Electronics)
19. 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.
NOTE: It is essential that 2 minutes has elapsed before the TSR is ejected from the cradle
20. Eject the TSR from the cradle

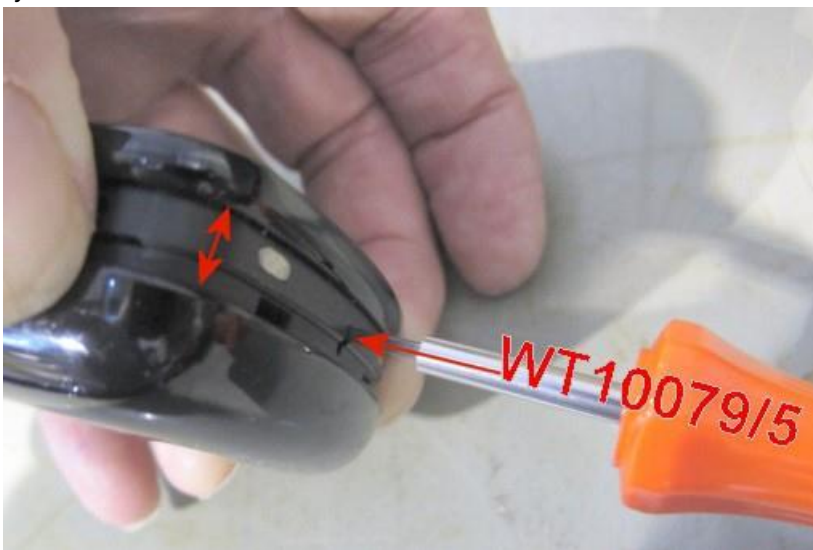


Figure 9

21. 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

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

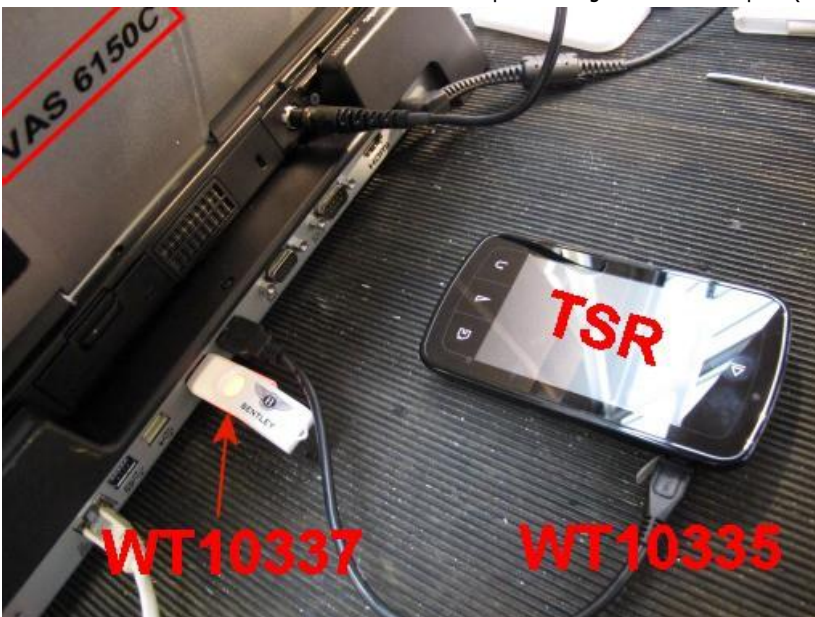


Figure 11

23. Connect the TSR to the Bentley diagnostic tool (VAS 6150C or similar) using USB cable (part number WT10335). (See Figure 11)

24. Insert the USB memory stick (part number WT10337) into a spare port on the Bentley diagnostic tool (VAS 6150C or similar). (See Figure 11)

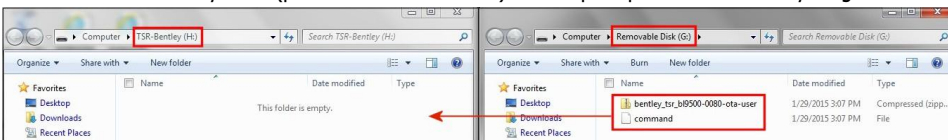


Figure 12a

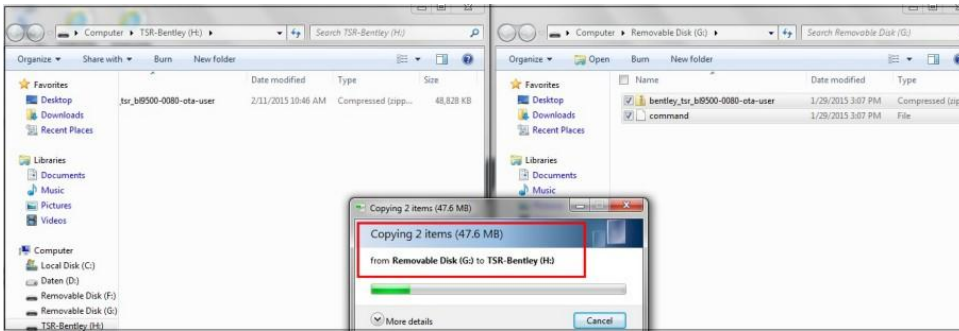


Figure 12b



Figure 12c

25. 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.
26. 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)
27. Once transfer has taken place close down the two windows using the Safely Remove Hardware and Eject Media Function
28. Refit the tape over the micro USB port and refit the back onto the TSR. Avoid touching the Cancel button that will be displayed on the TSR (see Figure 13)



Figure 13

29. 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 21.

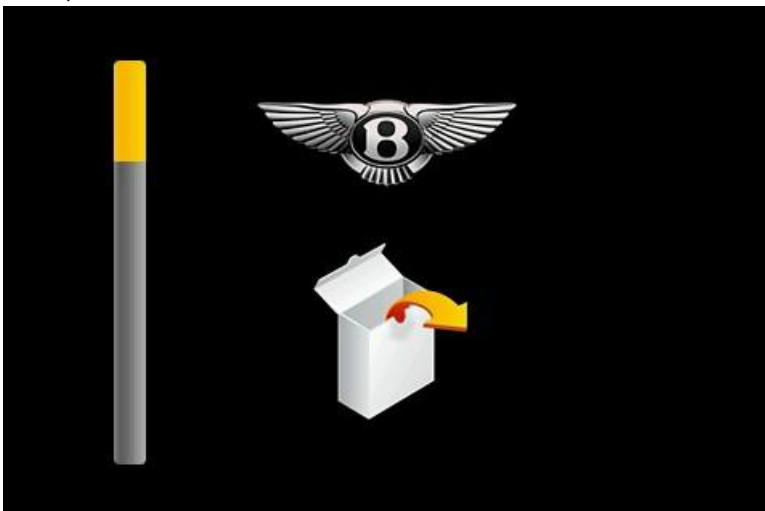


Figure 14

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



Figure 15

31. On completion the Bentley wings will be displayed for 3 minutes after which the TSR will un dock and re dock followed by the pairing of TSR screen select OK (see Figure 15)

32. Perform an ignition off on cycle



Figure 16a

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



Figure 16b

34. 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. Car displaying this screen require this Rear Seat Entertainment - field update

35. Re instate Off board Diagnostic Information System minimised in operation 18 and Exit this will initiate a sweep all control modules

36. 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

37. Re start Off board Diagnostic Information System and perform a full sweep of the vehicle control modules NOTE: Again at this point when requested to Make a Target/Actual comparison do not perform this action select No. Instead a second Replace control module routine for 7F must be performed

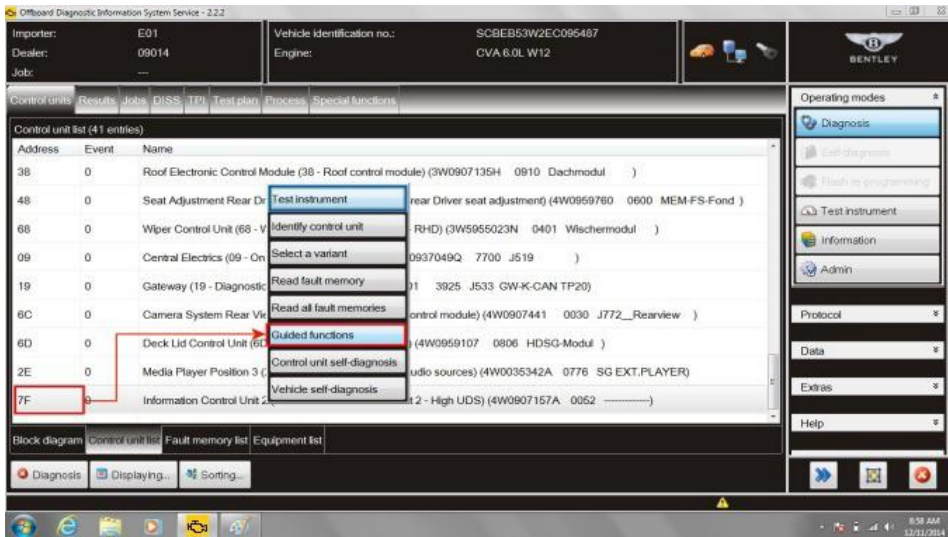


Figure 17

38. Within Control units – Select (single touch) 7F Information Control Unit 2 – Reveal drop down menu (extended touch and release), Select Guided functions (see Figure 17)

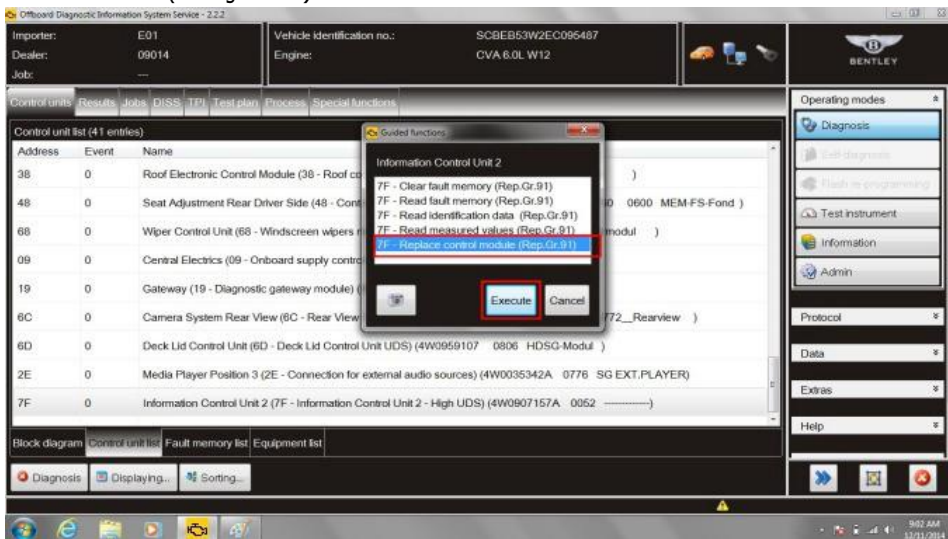


Figure 18

39. Within Control units, Information Control Unit 2, Select Replace control module and then Execute (see Figure 18)

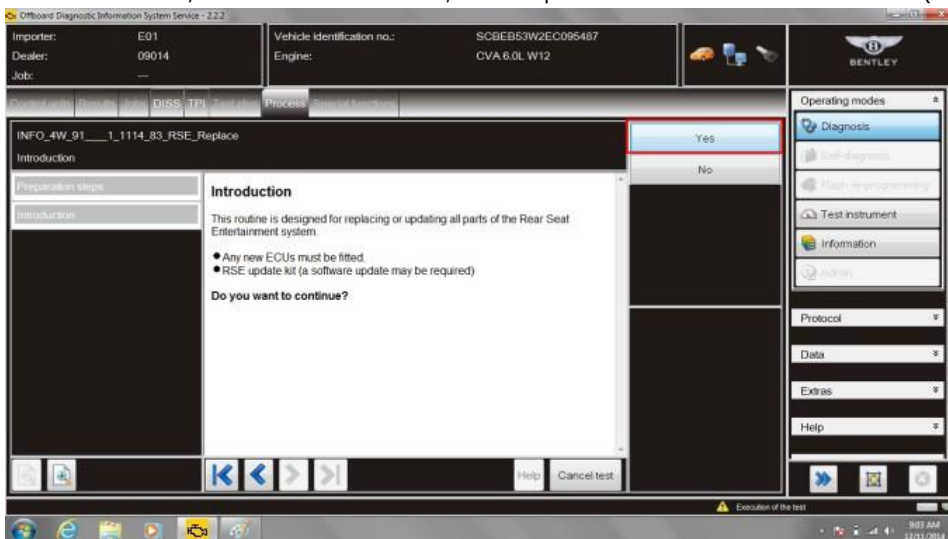


Figure 19

40. Select Yes at Introduction screen (see Figure 19)
41. This time running the replace control module test will have returned no parts requiring update and will automatically proceed to carry out and Make a Target/Actual comparison this time this action must be completed and the target actual carried out, coding will be detected follow screen prompts to perform the coding

42. Exit diagnostics and disconnect from vehicle
43. 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
44. **NOTE:** On completion of this campaign 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 20

45. **Hint:** The additional function Output audio to car will be set to off in the settings menu check the tick box to enable this function (see Figure 20)

Identification

The presence of the additional, on-line, icons on the RSE rear screens (Figure 16a) will serve to identify this campaign has been performed

▪ **Repair instructions** ▪ **Notes**