 Connection offline

## Field campaign

<b>Topic</b>	Blaupunkt premium amplifier software update (ASW 09.07) (SC16/40)
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2046230/1
<b>Campaign number</b>	EA78
<b>Note</b>	
<b>Type</b>	Workshop Campaign
<b>US code</b>	

## Vehicle data

### GT and Flying Spur family

#### Sales types

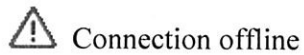
Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39**	2015	E		*	*	*
39**	2016	E		*	*	*
39**	2017	E		*	*	*
4W**	2015	E		*	*	*
4W**	2016	E		*	*	*
4W**	2017	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	*	*	047811	062030		

## Documents

Document name
master.xml



Connection offline

Workshop Campaign EA78

Transaction No.: 2046230/1

Blaupunkt premium amplifier software update (ASW 09.07) (SC16/40)

## Notes

Repair instructions

### Technical background

No sound from audio system following a diagnostic sweep of the vehicle

### Remedy

A software update is performed

### Customer notification

Make sure all affected vehicles are checked and repaired as part of the workshop visit. Write the service measure to be performed on the workshop order before the customer signs it.

If the campaign was not performed during a workshop visit, inform the customer straight away about the campaign.

Please promptly inform your new and used vehicle department, so that affected vehicles can be checked straight away and if necessary repaired.

### Warranty accounting instructions

Warranty Type                    790 or 710

Labour Operation Code        91 44 25 99 (for RO open date on or before 10 February 2017)  
                                           91 44 25 00 (for RO open date after 10 February 2017)

Damage Service Number       EA78

Damage Code                    00 66

Time                                60 TU

Criteria ID                        01

### Genuine parts

Part number	Description	Quantity
WT10440	Amplifier update USB	1 per dealer
WT10425	Amplifier update cable	1 per dealer

### Parts supply

Any genuine required replacement parts should in all cases be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

### Parts despatch control

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## Repair instructions



### Technical background

No sound from audio system following a diagnostic sweep of the vehicle

### Check

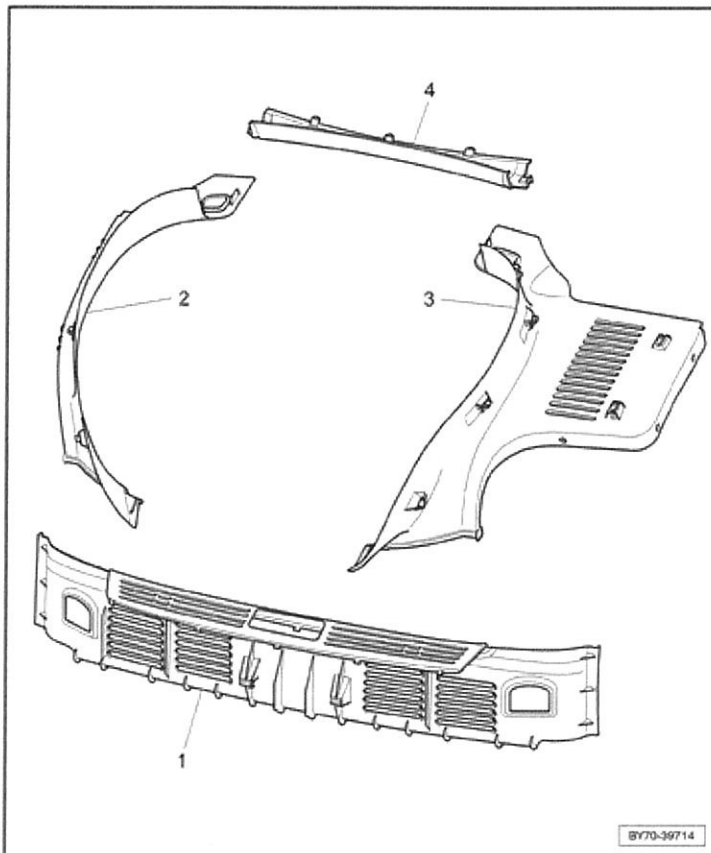
If the vehicle is not already listed as repaired in the "Repair history" (in Elsa pro), check for the presence of yellow campaign completion mark side of the audio amplifier (see Figure 11), should neither be evident carry out the required work in accordance with these instructions.

### Genuine parts

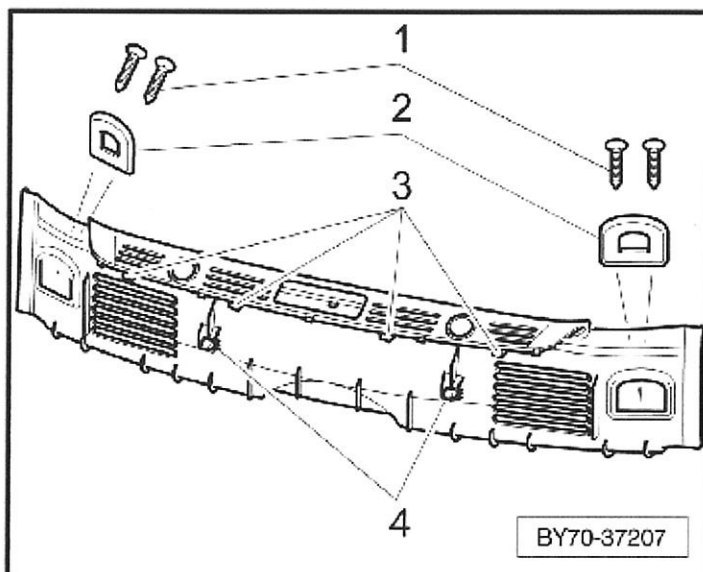
Part number	Description	Quantity
WT10440	Amplifier update USB	1 per dealer
WT10425	Amplifier update cable	1 per dealer

### Work

1. In the event that an applicable car is presented for software campaign with an inoperative audio amplifier then perform the *Reset process* detailed below. This should reinstate amplifier function thus enabling the software update to be performed
2. Ensure a suitable battery charger is correctly connected to the vehicles electrical system for the duration of this procedure
3. Access audio amplifier unit



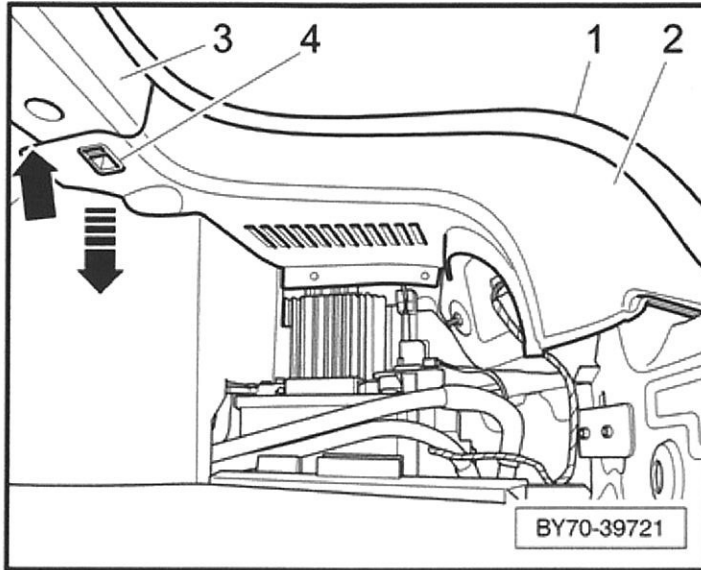
- Remove boot aperture finisher panels 1 and 3 (see Figure x)
- To remove panel 1, Lower finisher panel, remove the luggage compartment rear carpet panels Rep.Gr.70
- Remove the lower part of the luggage compartment seal



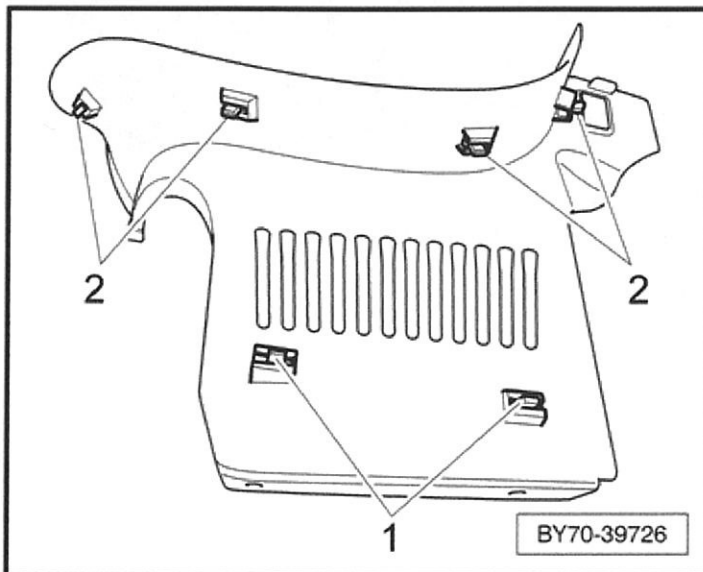
- Lower the D ring levers -2- at both sides and remove the four screws -1-
- Remove D rings -2-
- The finisher panel is held in position with clip fasteners. Four clips are on the top -3- and two in

the middle -4-

- Unclip fasteners -4- then carefully lift the lower finisher panel upwards to release fasteners -3-
- Remove the finisher from the vehicle



- To remove panel 3, Right hand side finisher panel, remove the right hand side and lower part of the luggage compartment seal -1-
- Remove screw and plastic net hook -4-
- Note the right hand side finisher panel -2- overlaps the upper finisher panel-3-
- Where the two finisher panels meet -arrow- gently pull the right hand side finisher panel -2- downwards to release from the upper finisher panel
- The finisher panel is held in position with six clip fasteners -1 and 2-

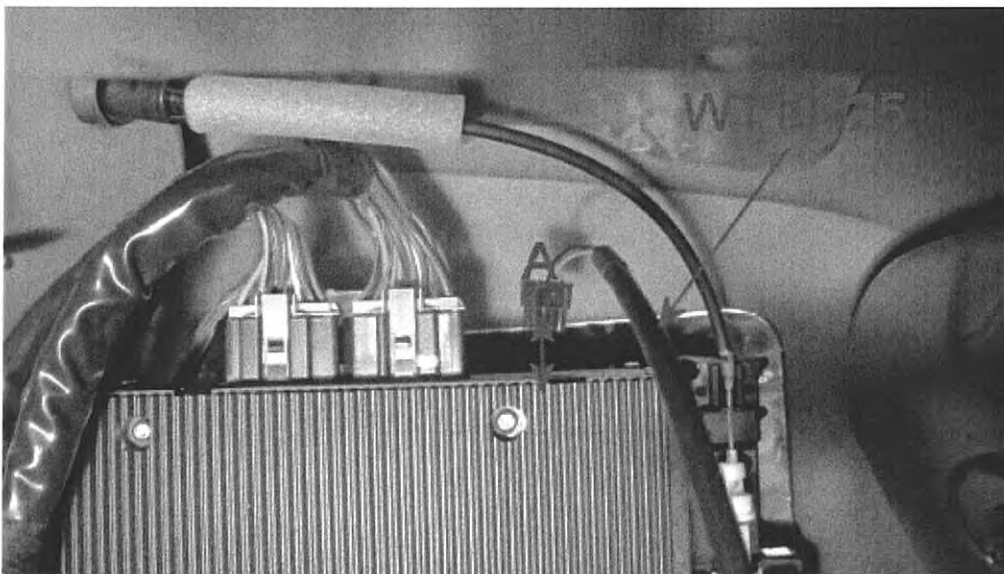


- Finally unclip the fasteners -1- then the fasteners -2- to release the finisher panel. Remove the finisher panel from the vehicle

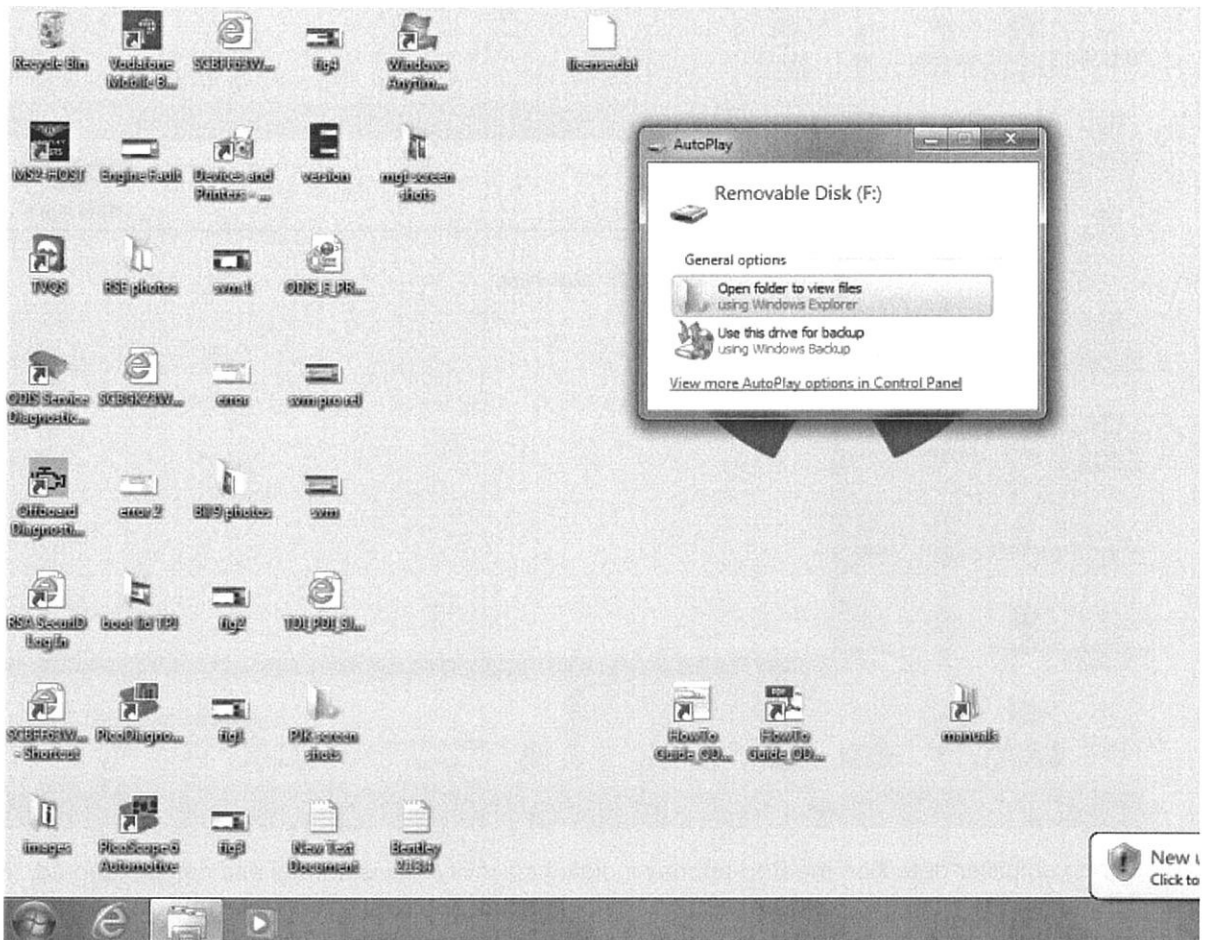
4. Connect *Audio amplifier update cable* (part number WT10425) to the Bentley diagnostic tool VAS 5052A or later approved equipment (see Figure x)



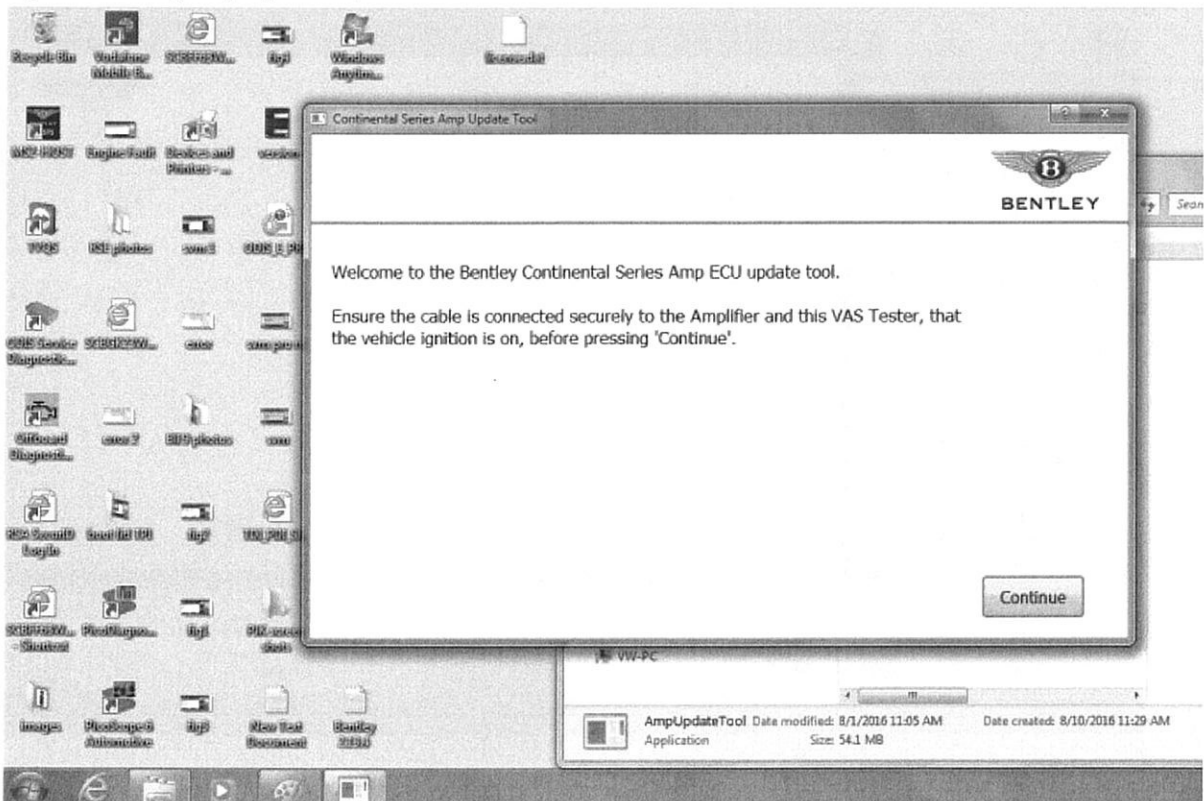
5. Insert USB memory stick *Amplifier update USB* (part number WT10440) into USB port of Bentley diagnostic tool (see Figure x)



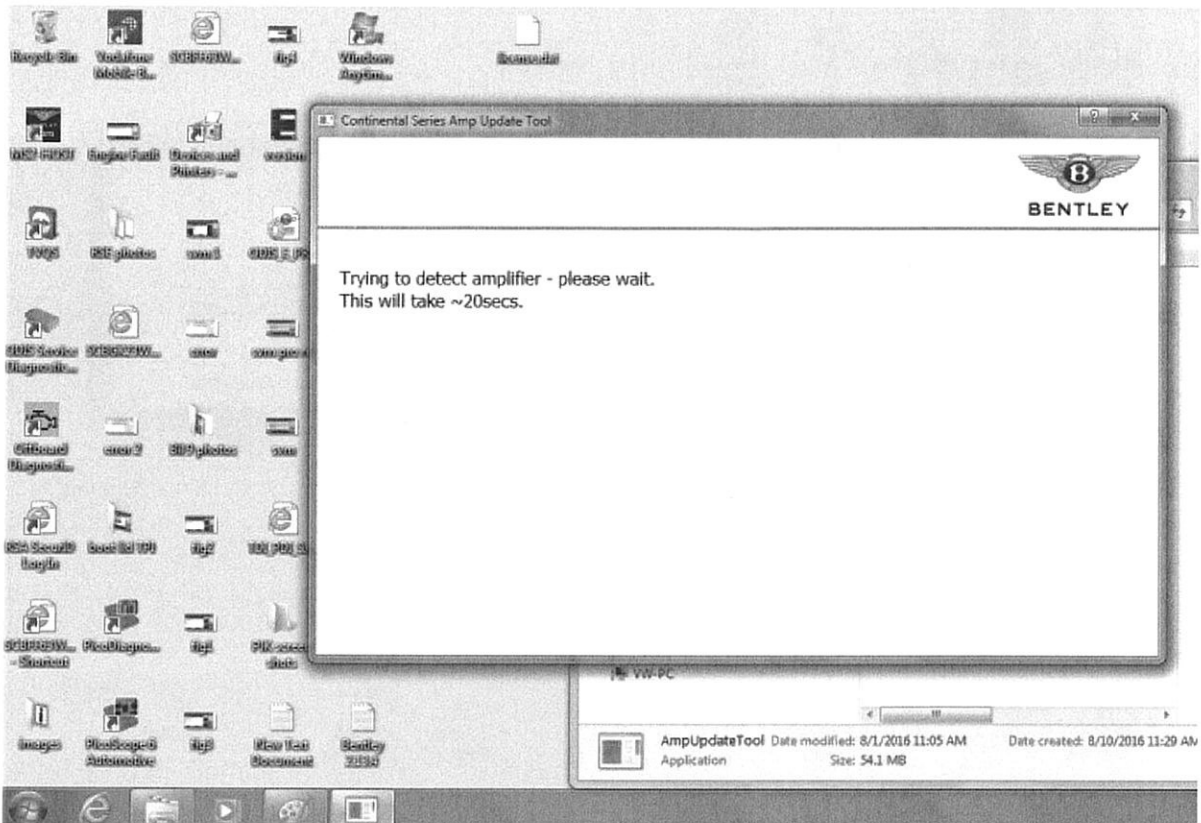
6. Connect audio amplifier update cable to the audio amplifier (see Figure x). Note: The locking latch on plug 'A' lead Wt10425 faces towards the outside of the car
7. Switch on the ignition using the ignition key



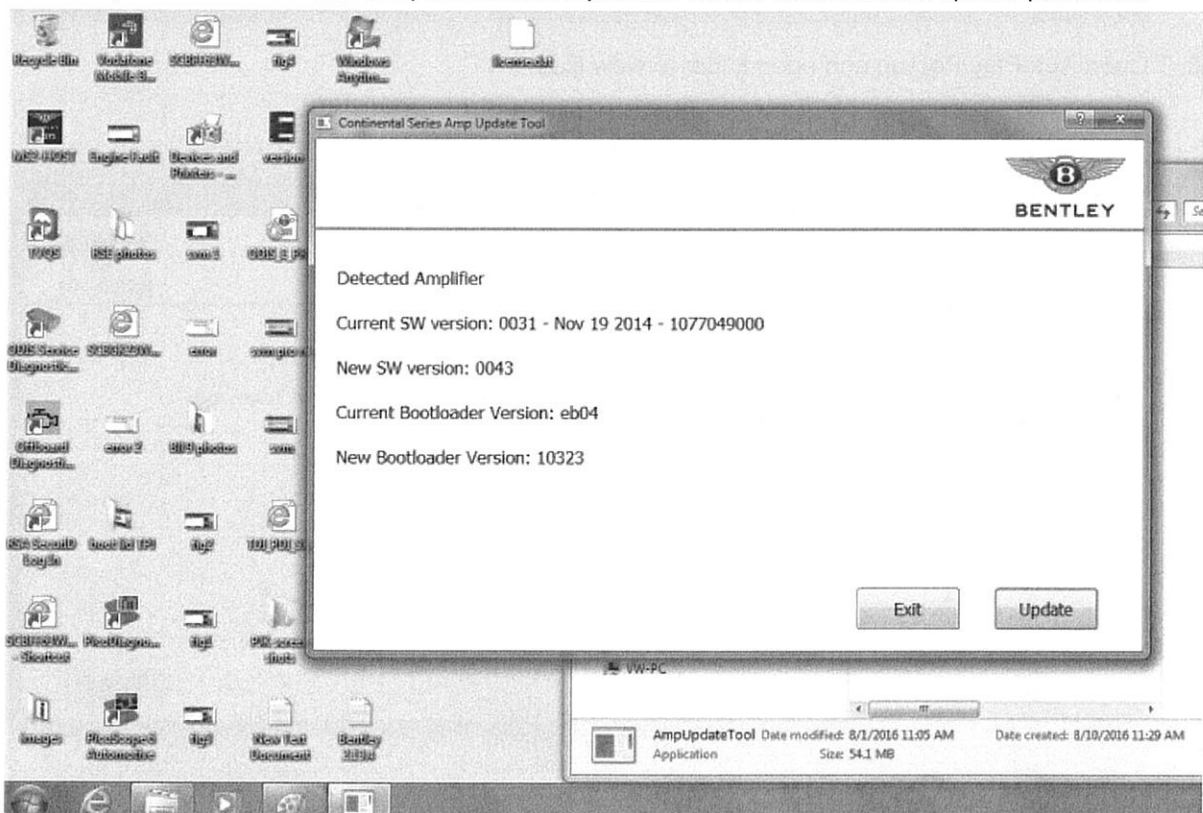
8. Open AutoPlay Pop-up and open folder to view files



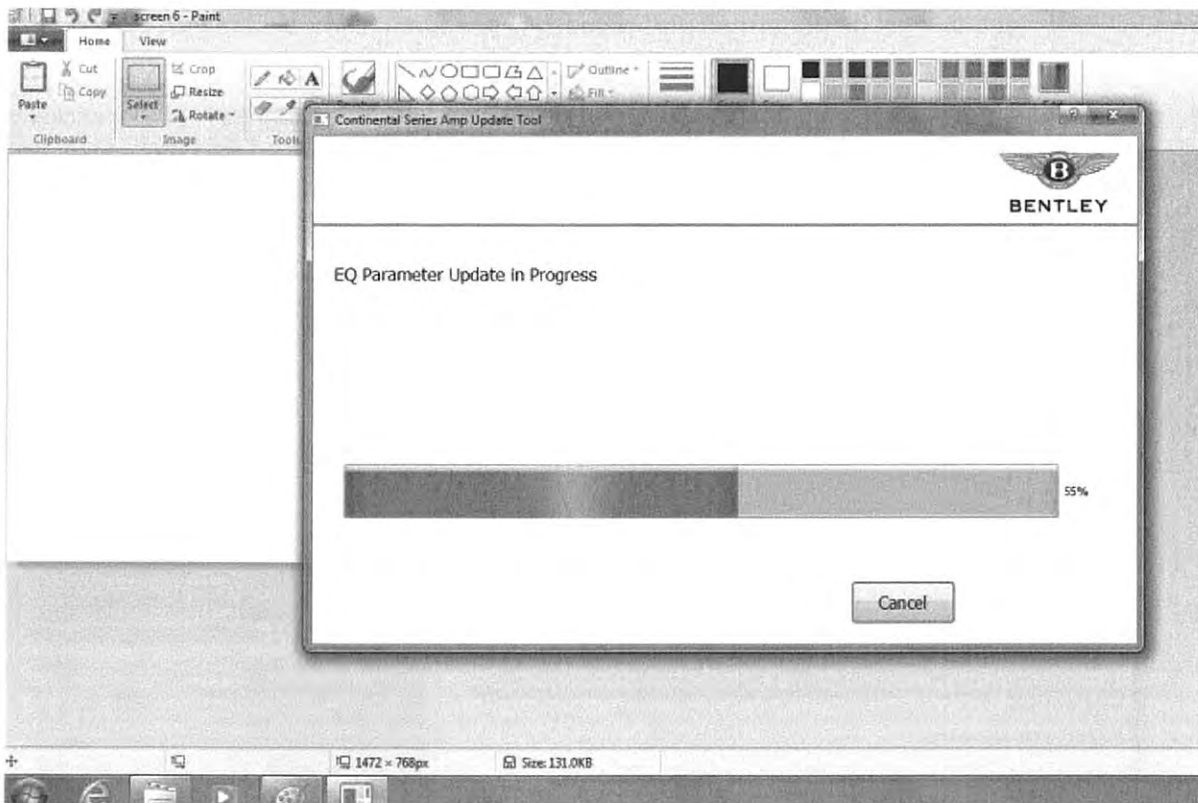
9. Follow screen prompts



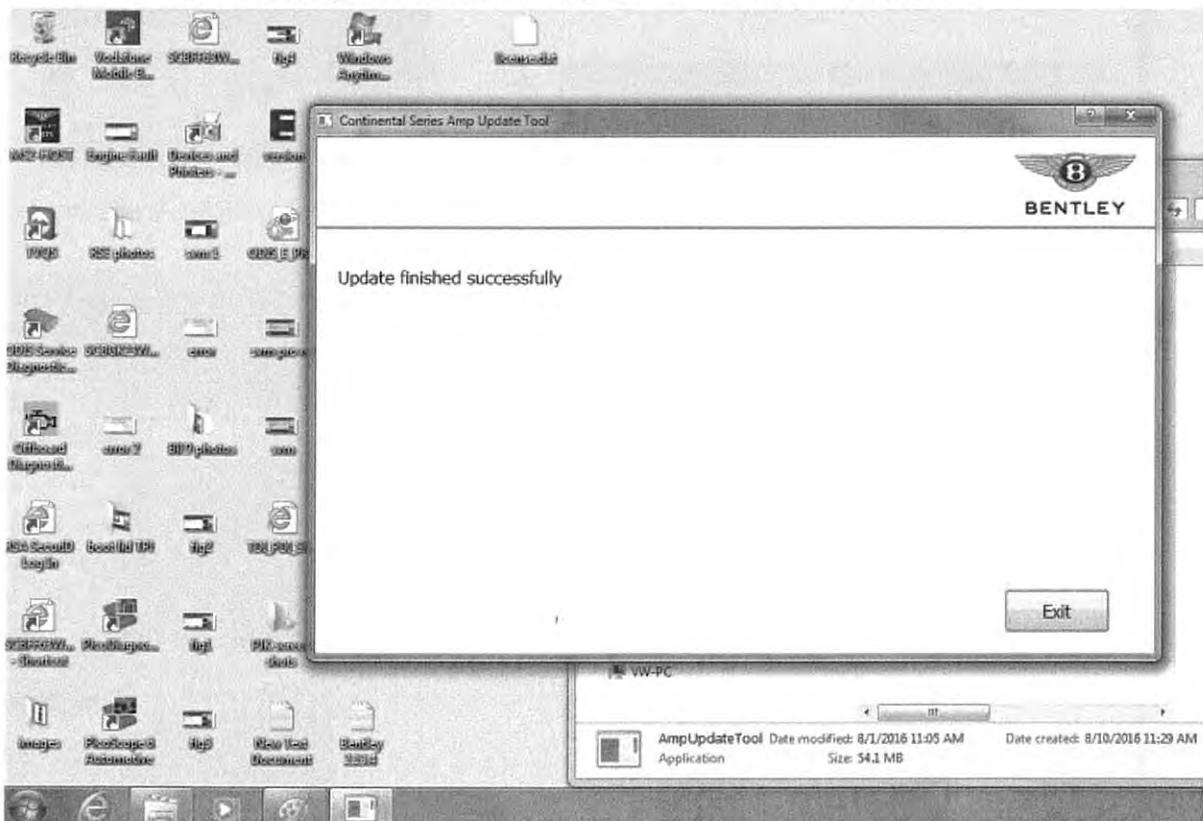
- 10. During amplifier detection the Pop-up may indicate inactivity this is normal and can be ignored. Note: If the amplifier is not detected the perform Reset process and re start software update procedure



- 11. Once the amplifier is detected then the current software level will be displayed. The program will check the current software level and where necessary install level 0043. Note: even if the instrument panel is already at software level 0043 the program will continue to enable the bootloader version to be updated



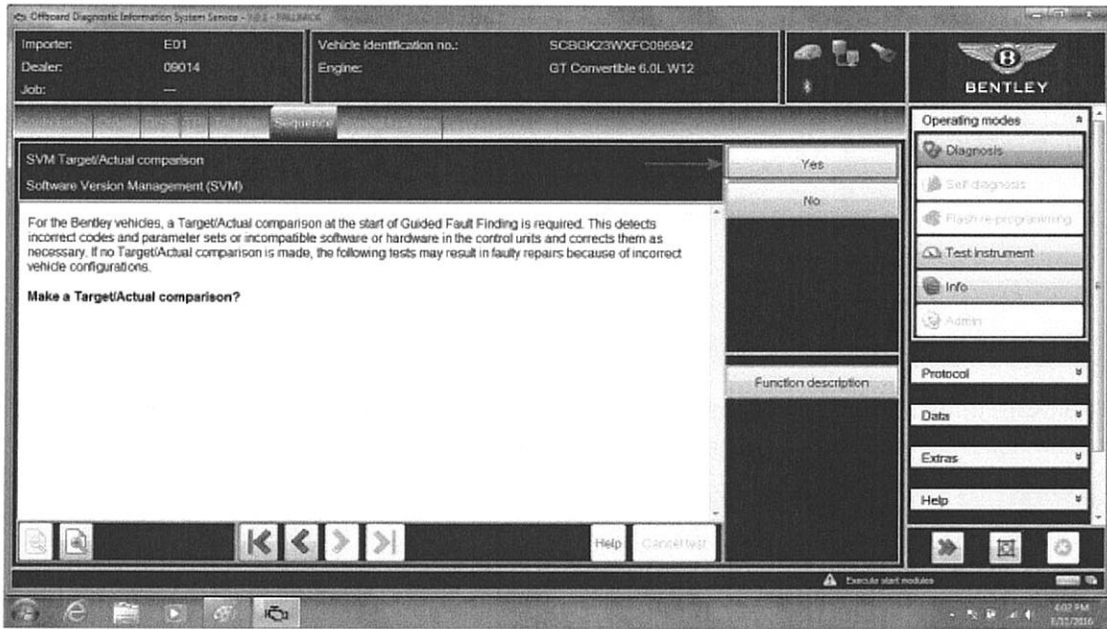
- 12. The software update will take up to approximately 20 minutes, somewhat less for cars with software later than 0031, various progress bars will be displayed as software is delivered



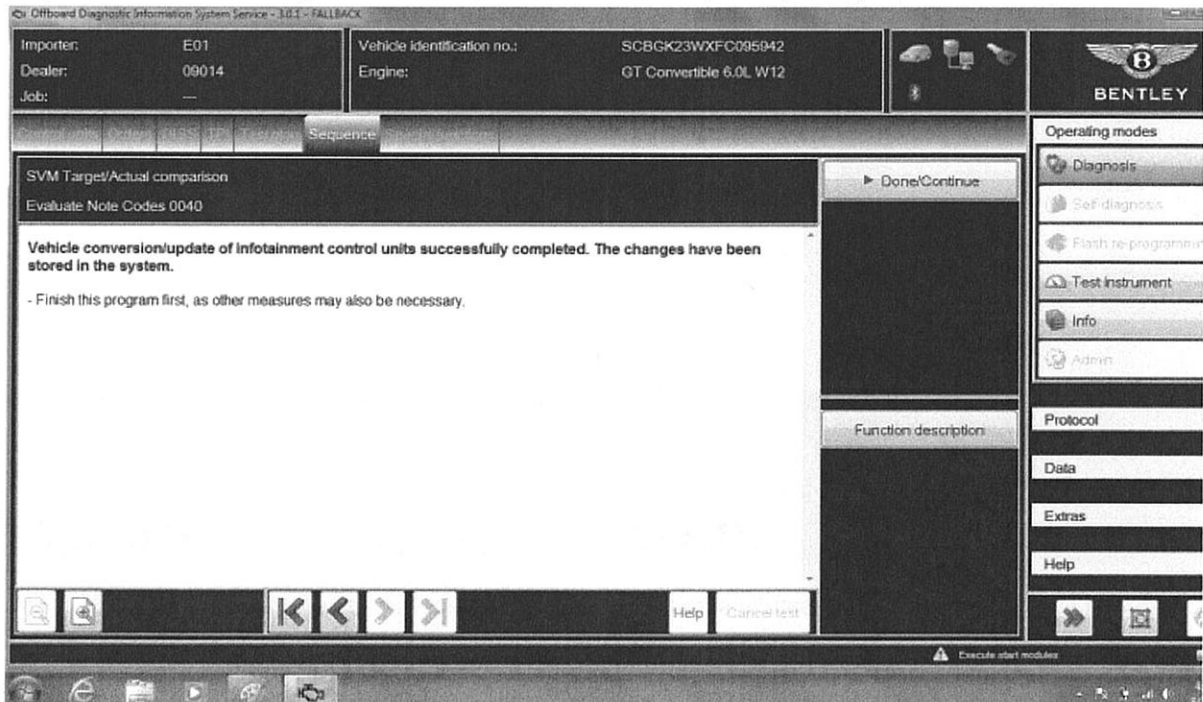
- 13. Once Update finished successfully screen is displayed select Exit
- 14. The current software level can be checked at any time by carrying out operation 7 – 11
- 15. Switch off ignition and disconnect diagnostic tool from audio amplifier

An SVM target actual must be performed (this process is important to enable the part number change to be registered)

1. Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket.  
Note: Hardwire connections should be used between the diagnostic tool and the OBD socket and when connecting broadband to the diagnostic tool
2. Switch on the ignition using the ignition key
3. From the diagnostic tool main desktop select Off board Diagnostic Information System
4. Select – Start diagnosis
5. Adopt correct vehicle identification



6. Select *guided fault finding* to check and clear the vehicle of any fault codes. Note: At this time when requested to *Make a Target/Actual* comparison select *Yes* (see Figure x)



7. On completion the SVM will report back update successfully completed select *Done* to complete process
8. Use guided fault finding to clear any fault codes created as a result of performing this campaign

### Identification

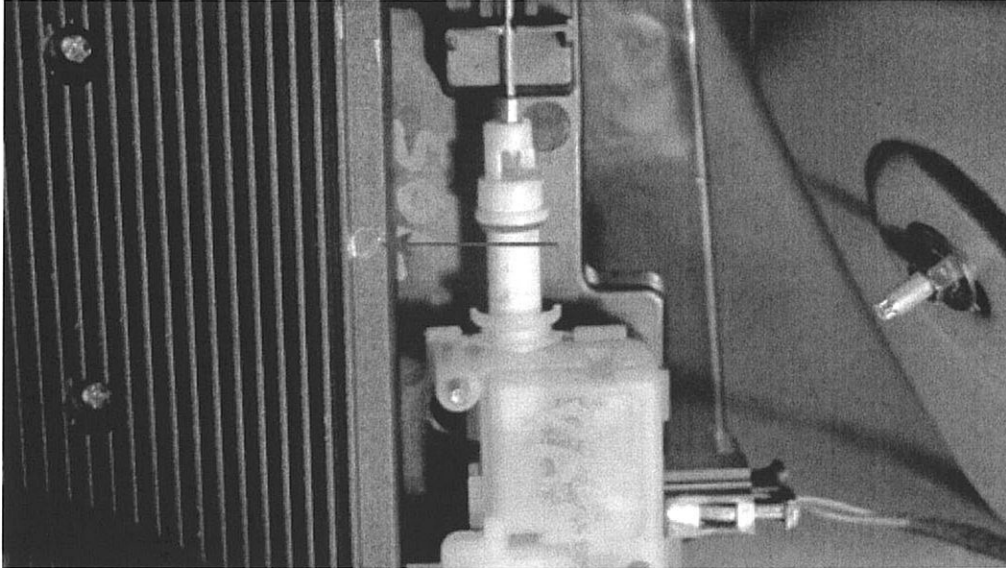


Figure 11

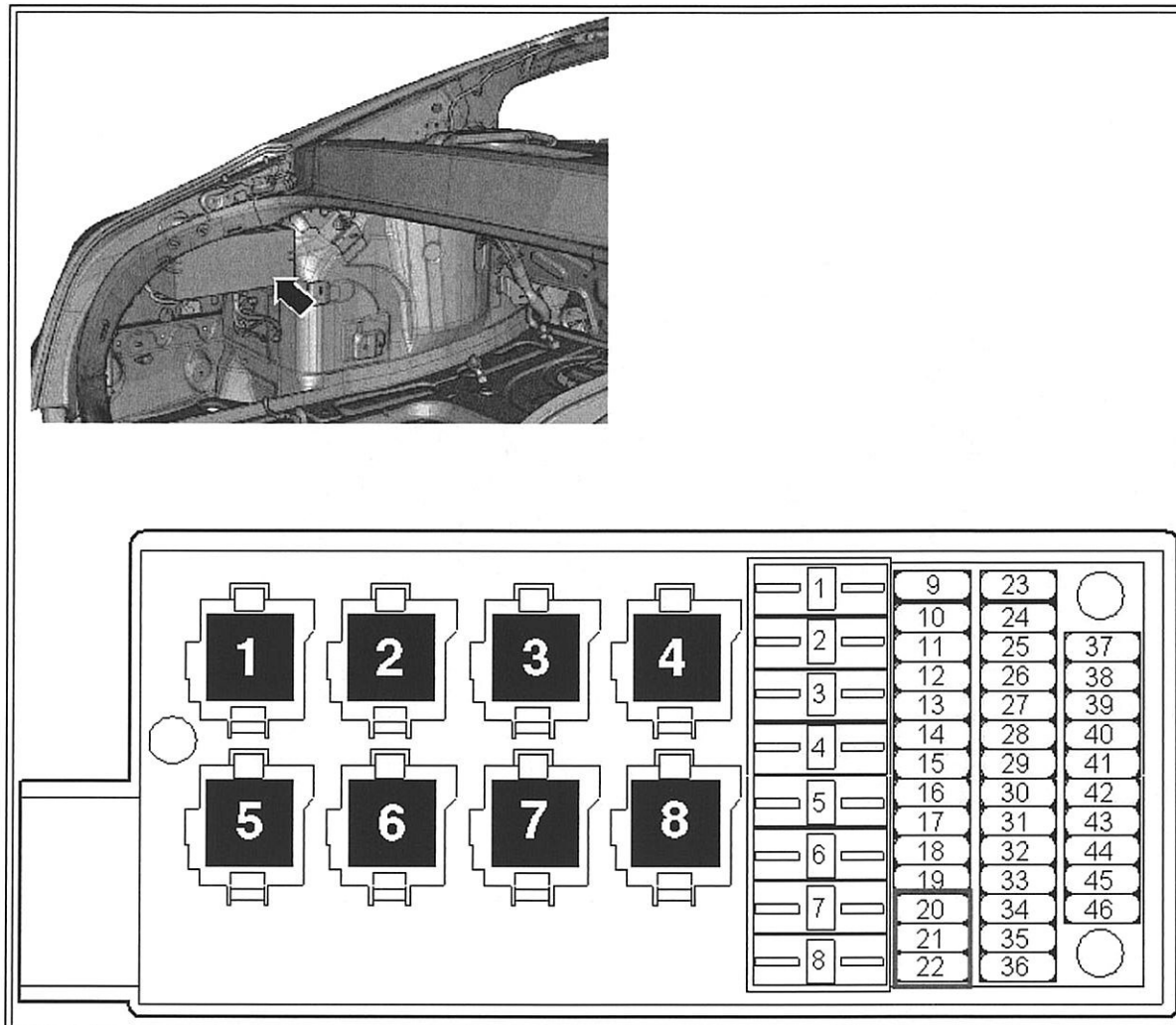
On completion apply a yellow campaign completion mark to the side of the audio amplifier (see Figure 11)

### Reset process

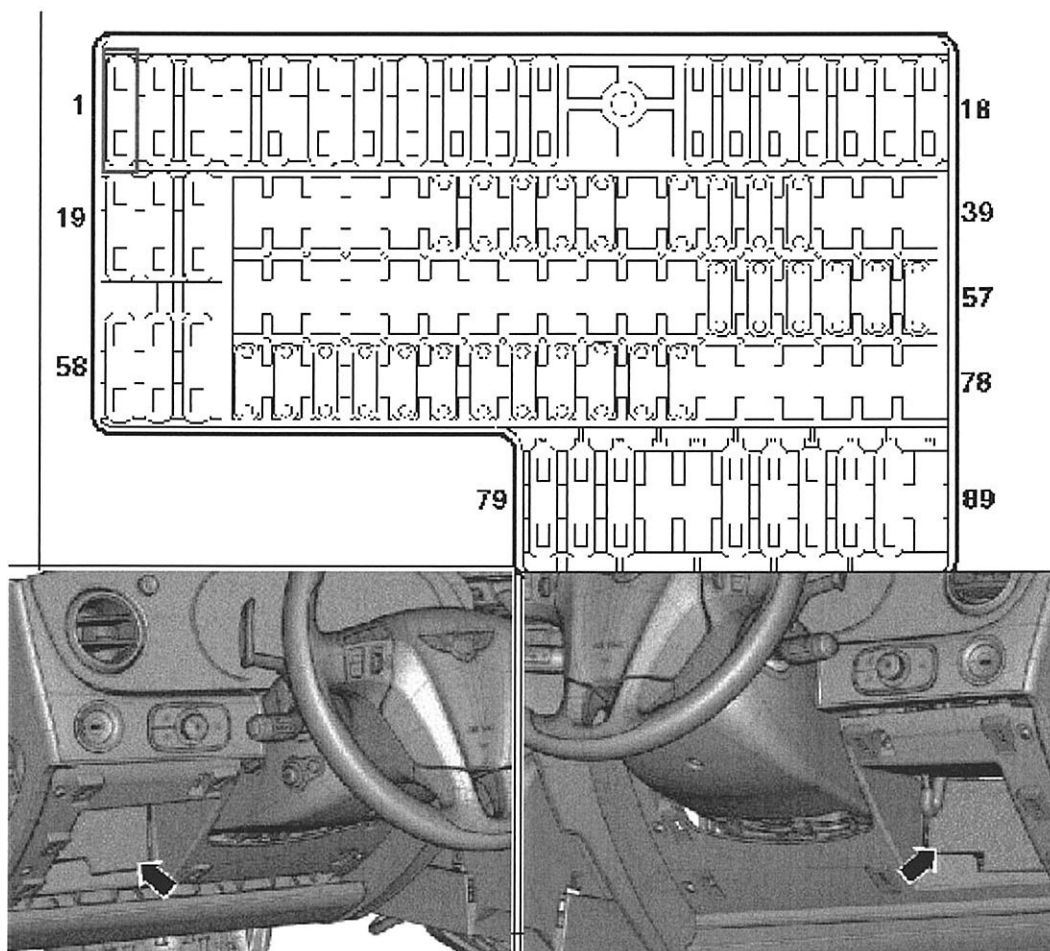
In the event that an applicable car is presented for the software campaign with an inoperative audio amplifier then perform the following hard reset process to recover the amplifier function prior to performing the software update

#### For GT family

In the event that the audio system fails to function following a diagnostic sweep of the vehicle then perform a hard reset by removing the following audio amplifier fuses waiting one minute before refitting the fuses



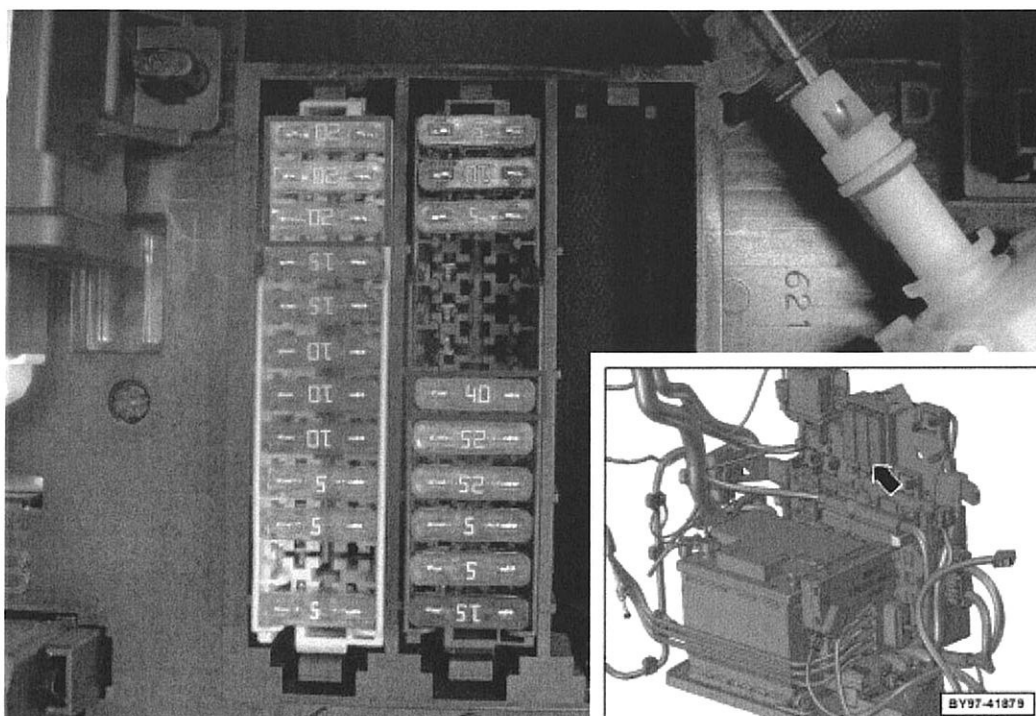
Remove and refit fuses 20,21 and 22, fuse box SC



and fuse 1, fuse box SB

For Flying Spur

In the event that the audio system fails to function following a diagnostic sweep of the vehicle then perform a hard reset by removing the following audio amplifier fuses waiting one minute before refitting the fuses



Remove and refit fuses 1, 2, 3 and 7 fuse box D

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▲ Repair instructions ▲ Notes