

Technical product information

Topic	Mulsanne Premium Amplifier
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2043897/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Audio playback, audio settings -> Digital Sound Processing (DSP)	functionality -> without function / defect	
Electrical power, electric system, data transfer -> Power supply -> Starter battery	electrics -> voltage too low	

New workshop code

Object of complaint	Complaint type	Position
Information, navigation, communication, entertainment -> Radio, Navigation, MMI, hard drive device functions -> Software update -> Software update f. information electronics control unit	control units, services -> software faulty	
Information, navigation, communication, entertainment -> Audio playback, audio settings -> Audio playback	functionality -> without function / defect	> not specified <

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*
3Y2*	2014	E		*	*	*
3Y2*	2015	E		*	*	*
3Y2*	2016	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	C	015209	018999		
SCB	*	*	*	*	C	019680	019941		
SCB	*	*	*	*	C	001000	002382		

Documents

Document name
master.xml
master.doc

Customer statement / workshop findings

No sound from the Premium Amplifier, sporadic high quiescent drain, Diagnostic Trouble Codes "UD140600 *high static current*" and "UD140B00 *Energy Management Active*" may be stored.

Technical background

The Premium Amplifier is not shutting down when the vehicle ignition is deactivated, this is due to a missing or ignored message between the Amplifier Power Board and the Amplifier Main Controller. Software Version 0120 has been introduced to correct this issue.

Production change

Vehicles manufactured from VIN SCBBE6ZH4GC002383 have the latest software installed.

Measure

If the vehicle is not already listed as repaired within the "repair history" (Elsa-Pro) check the fuel filler door for the blue completion mark – figure 28. If neither is evident, continue with the update in accordance with the following instructions.

Ensure a suitable battery charger (VAS 5903 or a charger of the same specification) is correctly connected to the vehicle electrical system for the duration of the procedure. Refer to the workshop manual "Rep. GR27 – Charge Battery"



Note: A fault code may be present within the Amplifier stating that the Control Module is defective, this may be a known concern, refer to TPI 2025311/2 for further information.

Locate the key reader situated within the glove compartment and remove the cover – figure 1.



Figure 1.

Insert a single key into the key reader with the blade folded away until it “clicks” into place, make sure the key is securely located within the key reader – figure 2.

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It is important that any additional keys or key rings are removed from the ignition key, the extra weight of a second key or key ring may cause the key to withdraw from the reader during the software update process.



Figure 2.

Press the "Start/Stop" button located on the centre console to activate the vehicle ignition.

Press and hold the "Tone" key on the Infotainment Control Panel – figure 3 – Immediately press and hold the "Back" key – figure 4 – hold both keys for around three seconds until the "Engineering" menu is displayed on the Infotainment Display Screen – figure 5.



Figure 3.



Figure 4.

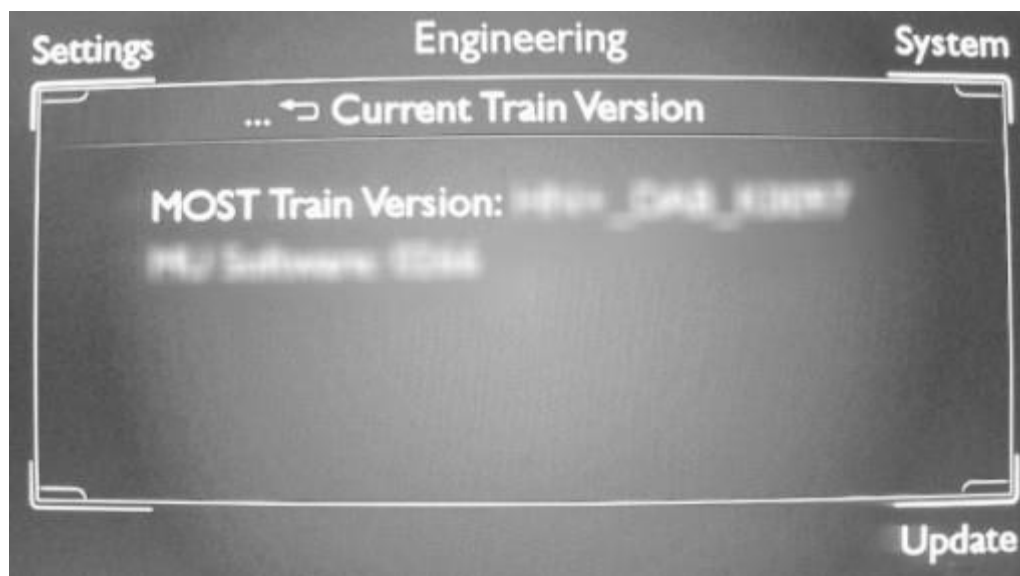


Figure 5.

Release the "Tone" and "Back" keys.

Insert the update SD card - **WT10380 "SD card SW UPDATE AMP0120"** – into the media unit located within the vehicle glove compartment – figure 6.

Media card reader SD1 or SD2 may be used for the update.



Figure 6.

Press the lower right menu key on the Infotainment Control Panel to start the update – figure 7.



Figure 7.

If the message "*Cancel waiting for device*" is permanently shown – figure 8 – continue the update by depressing the Rotary Push Knob on the Infotainment Control Panel – figure 9 – and follow the steps below.

If the message "*Cancel waiting for device*" is not displayed, continue by following the steps below.

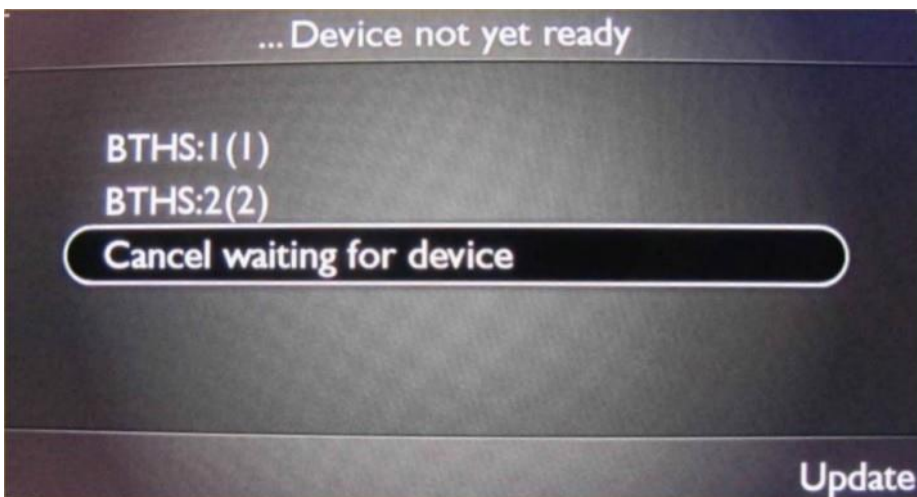


Figure 8.



Figure 9.

Using the Rotary Push Knob, select the source on the Infotainment Display Screen to correspond to the location of the SD card within the MediaCard Reader, depress the Rotary Push Knob to confirm the selection– figure 10.



Figure 10.

Ensure the Infotainment Display Screen is showing the software – BY_AMPBNPSS_0120 – figure 11

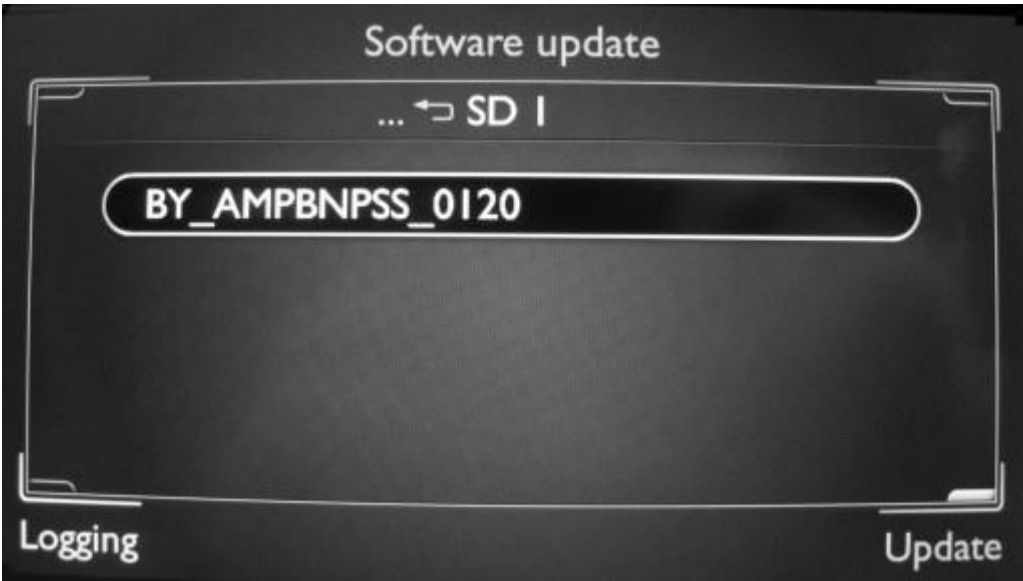


Figure 11.

Depress the Rotary Push Knob to start the software update.

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Do not switch off the vehicle ignition until the software update is complete.

When requested, select “Standard” – figure 12 – depress the Rotary Push Knob to confirm, then if requested select “Start” and depress the Rotary push Knob.

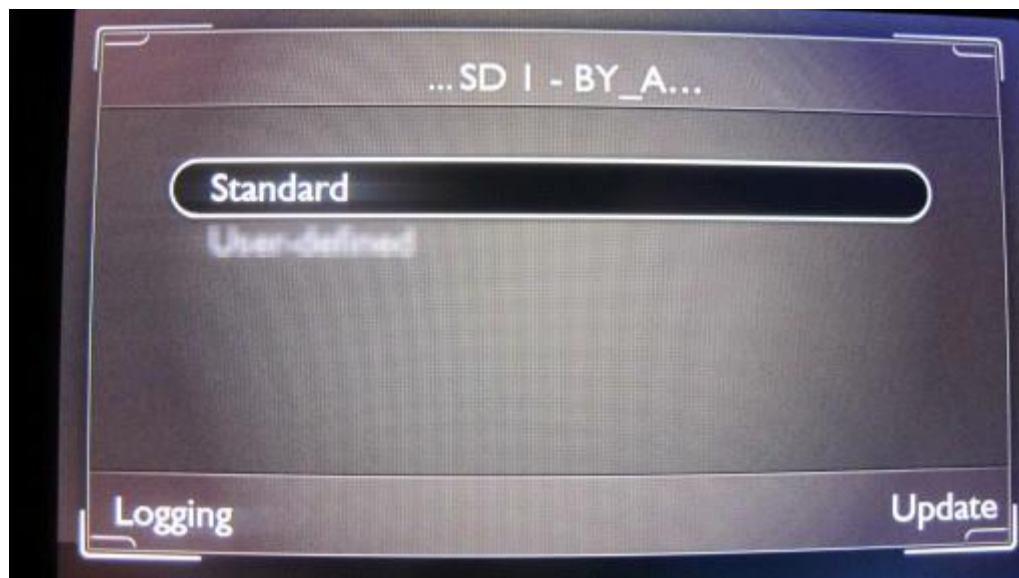


Figure 12.

At the “Device Selection” screen scroll down to the bottom of the list, select “Start Update” – Depress the Rotary Push Knob – figure 13.

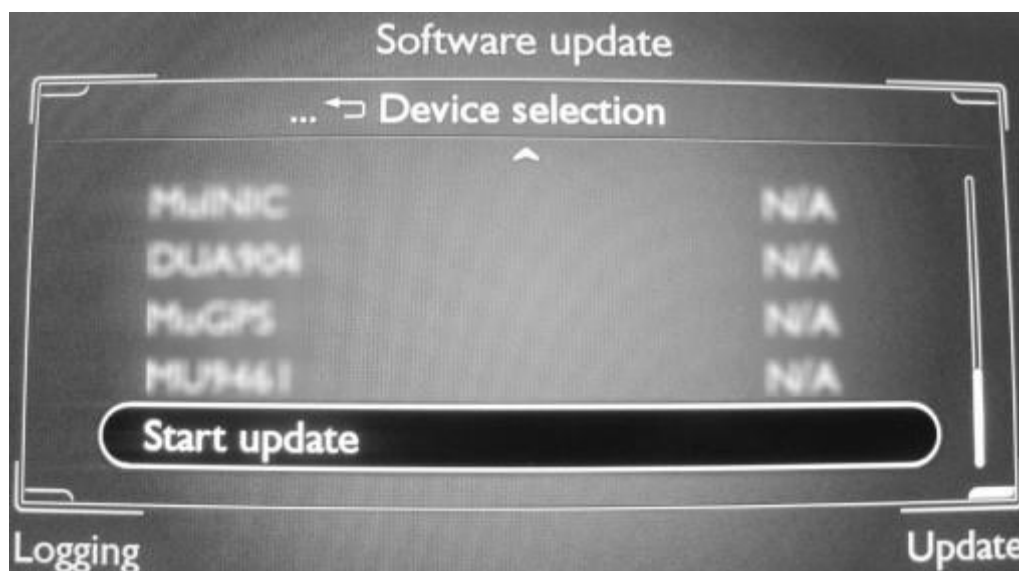


Figure 13.

Next, if requested, select “Start” – Depress the Rotary Push Knob – figure 14.

During the installation the “Update Progress” screen will show the percentage progression of the software installation, the numerical values may increase and decrease during the update.

Note: During the update the Infotainment Screen Door will open and close a number of times.

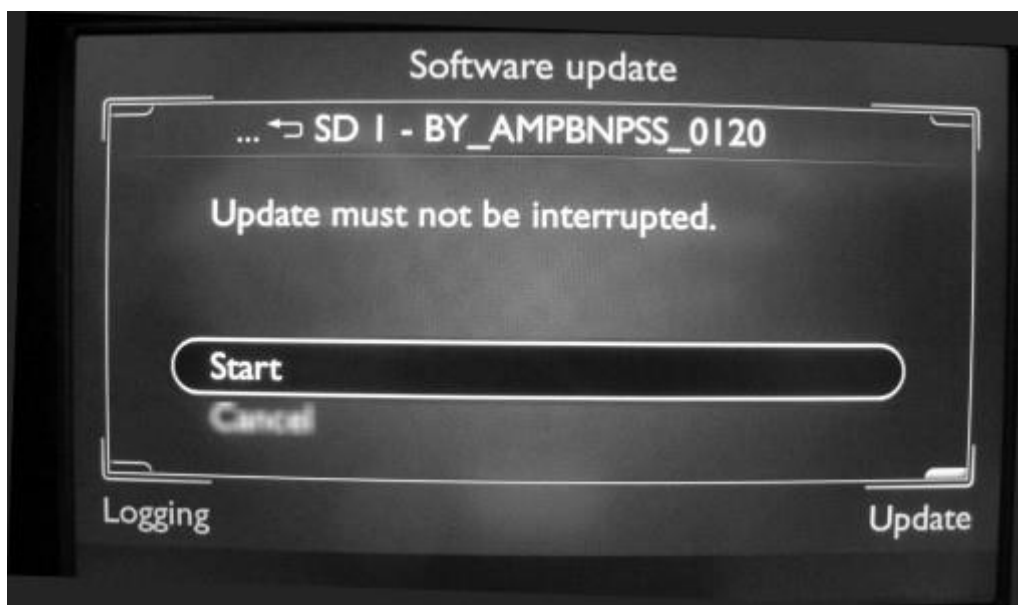


Figure 14.

Once the software installation is complete and at the "Device Summary" screen, scroll down to AMPBNPSS and ensure it is showing "OK" – figure 15.



Figure 15.

Scroll down to "Continue" and depress the Rotary Push Knob – figure 16.



Figure 16.

On the "Start Version Compare" screen scroll to "Cancel Documentation" and depress the Rotary Push Knob – figure 17.

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The infotainment Screen Door may close and then reopen.

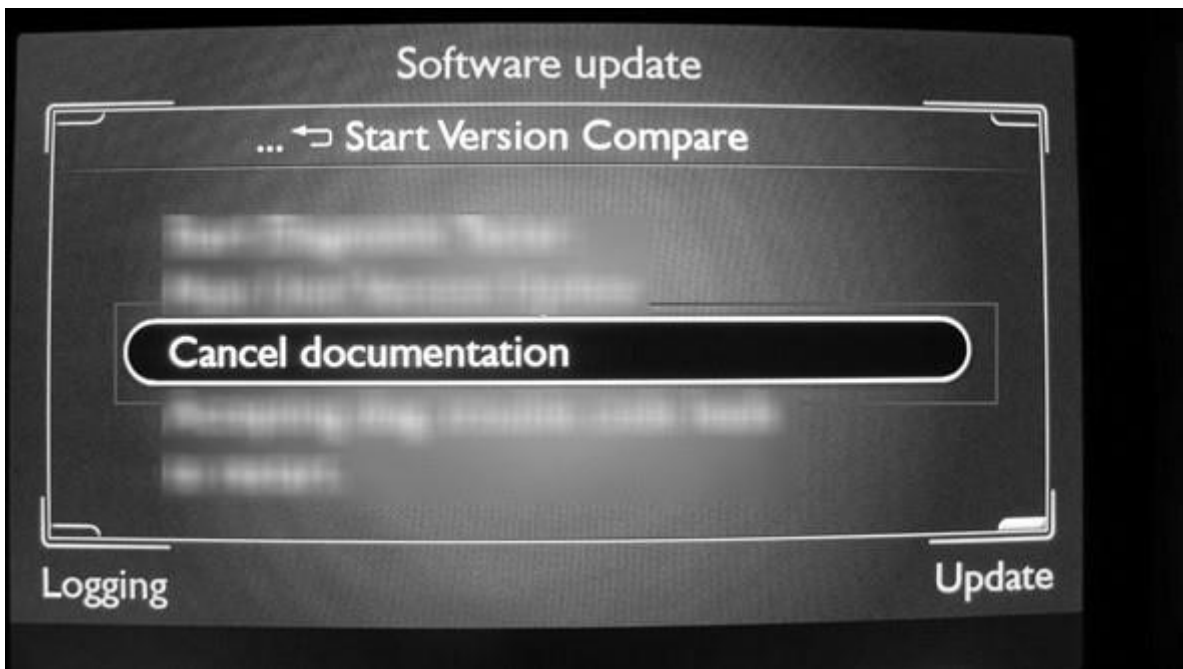


Figure 17.

Depress the "Radio" button on the Infotainment Control Panel and ensure audio output is present – figure 18.



Figure 18.

Connect the Bentley approved Diagnostic Tool to the vehicle On Board Diagnostic (OBD) socket.

The use of a hard wire connection between the Diagnostic Tool and the OBD socket is recommended for this procedure.

From the Diagnostic Tool desktop, launch Off-board Diagnostic Information System (ODIS)

Ensure the vehicle ignition is switched on.

Select "Start Diagnosis" – figure 19.

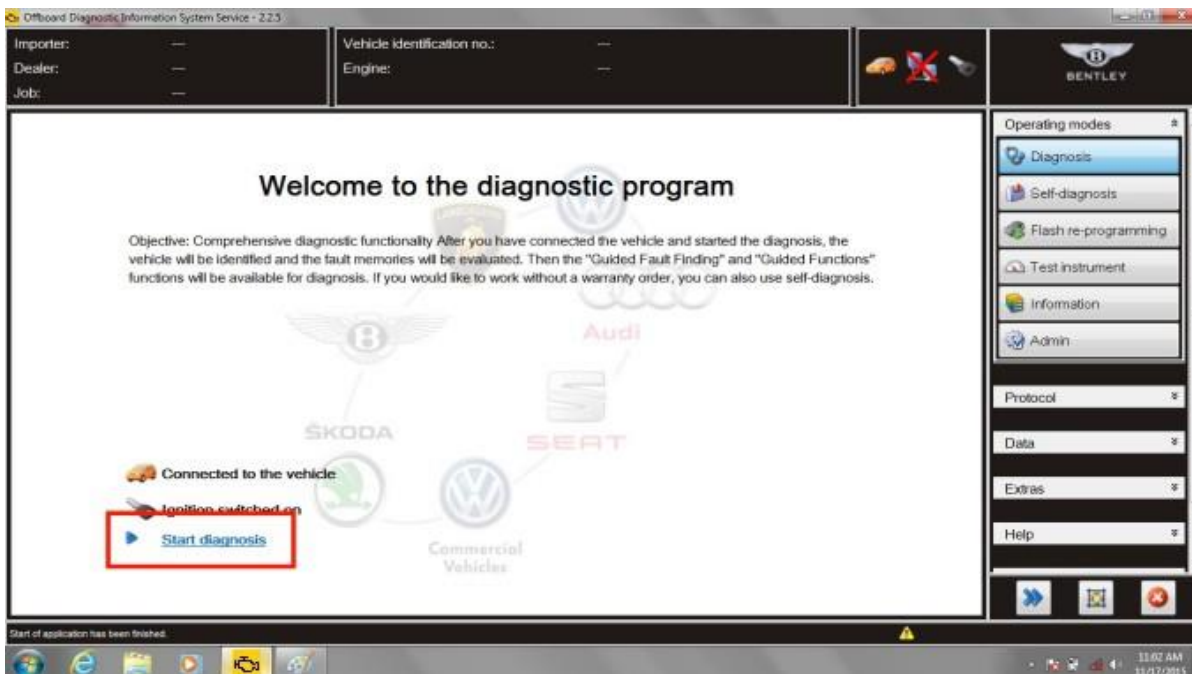


Figure 19

Select Model and Engine type – ensure the “Using Guided Fault Finding” box is ticked – figure 20.

Follow the on screen prompts.

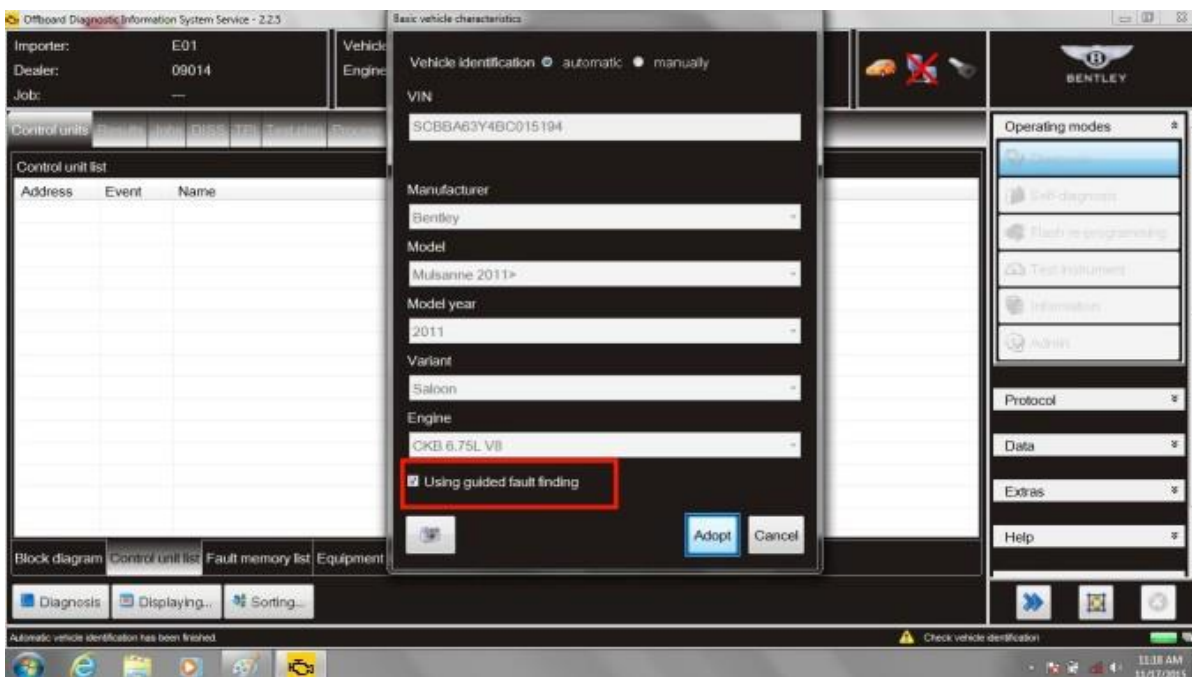


Figure 20

When requested to make an SVM Target/Actual comparison? Select **NO** – figure 21.



Figure 21.

Select "Special Functions" – figure 22.

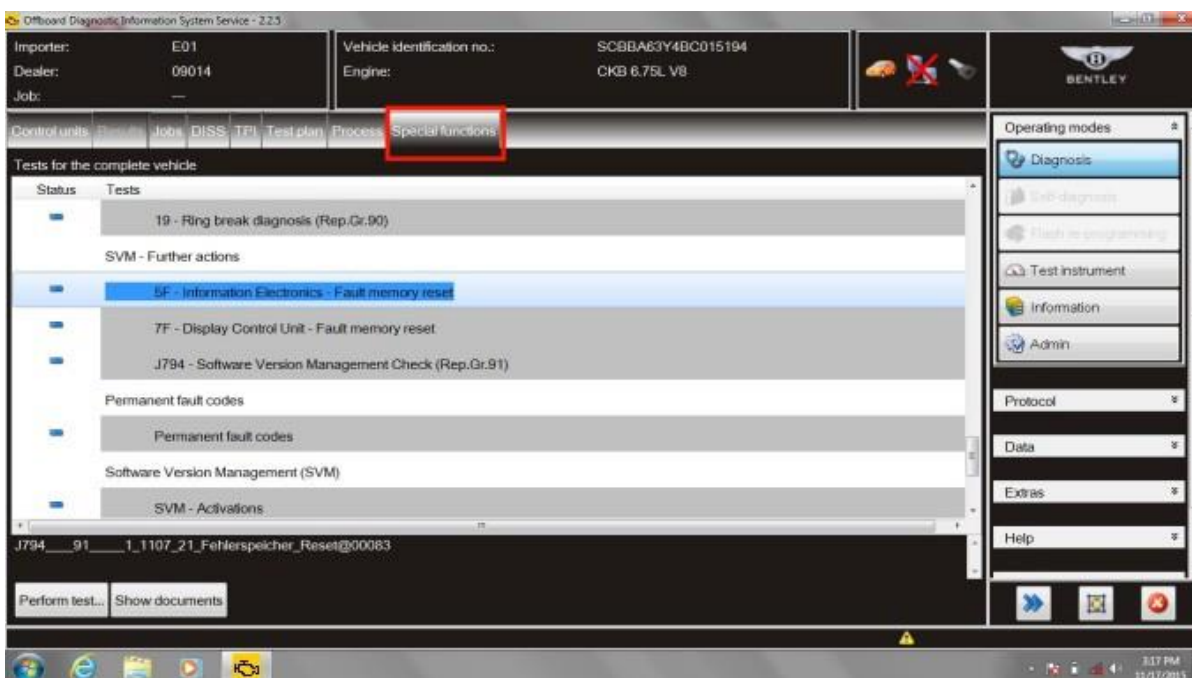


Figure 22

Scroll down to "Software Version Management" and select "SVM – Problem Related Hardware Software Update" and then select "Perform Test" – figure 23.

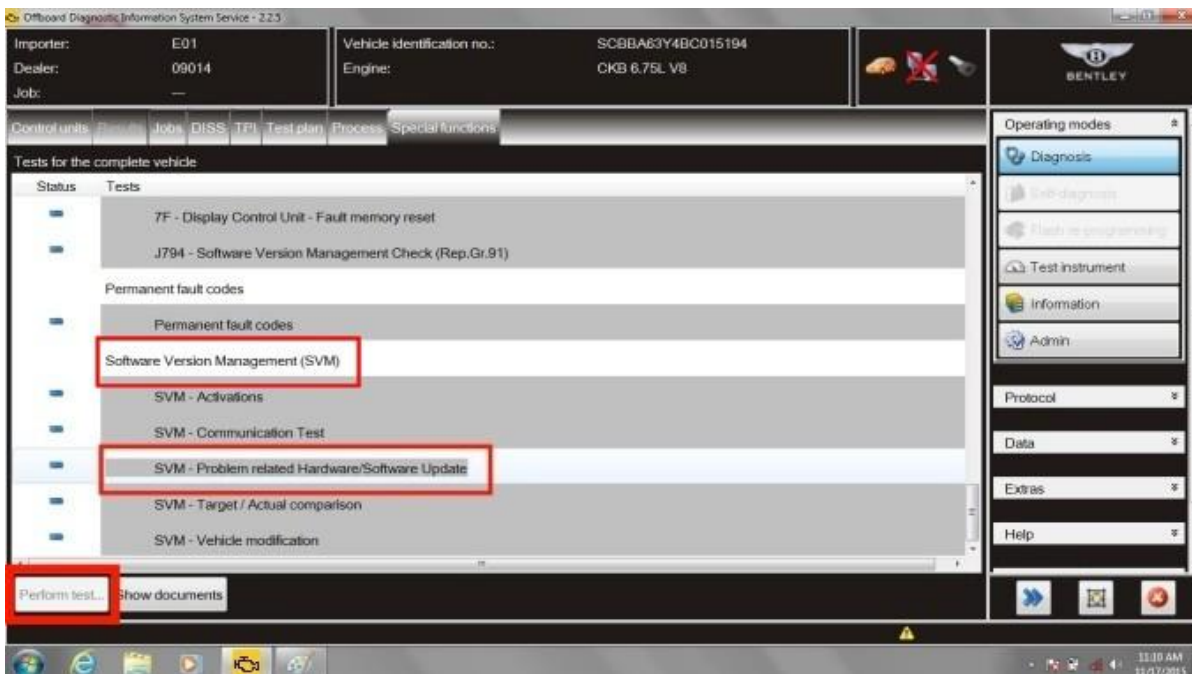


Figure 23

Follow the on screen prompts - when requested, enter your GEKO user ID and passcode.

In the red box displayed on the Diagnostic Tool Screen, type in the code 3Y047UPDATE02 and select "Adopt" – figure 24.

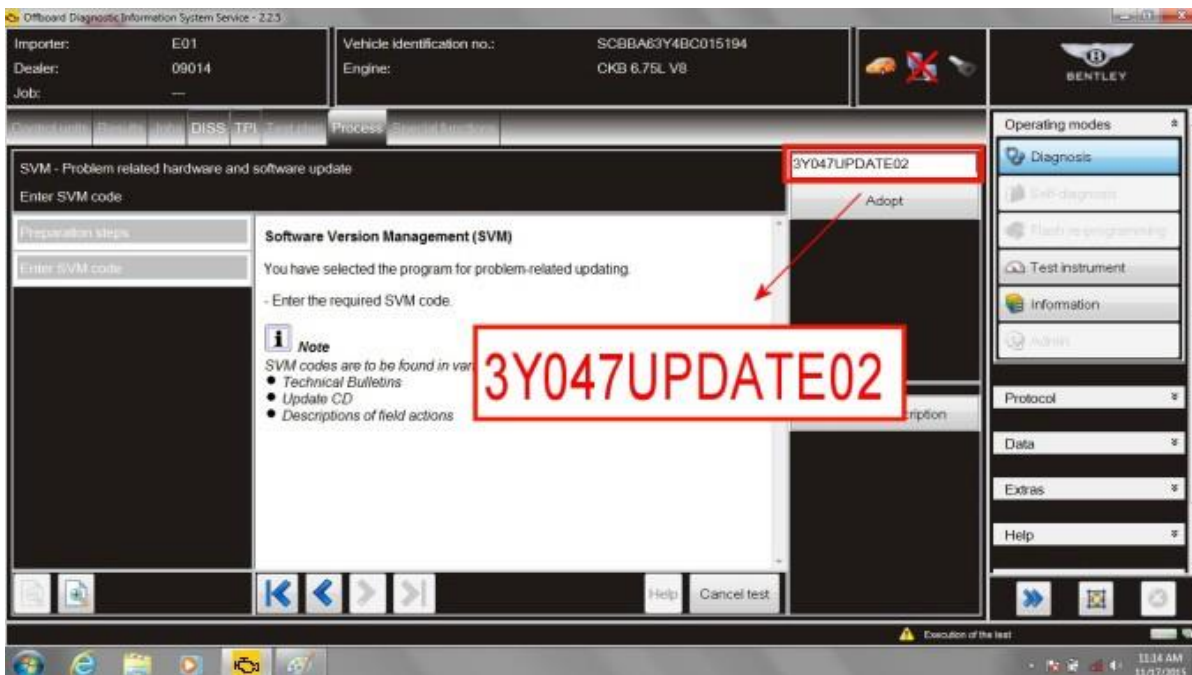


Figure 24

When requested to apply the entered SVM code, select "YES" – figure 25.

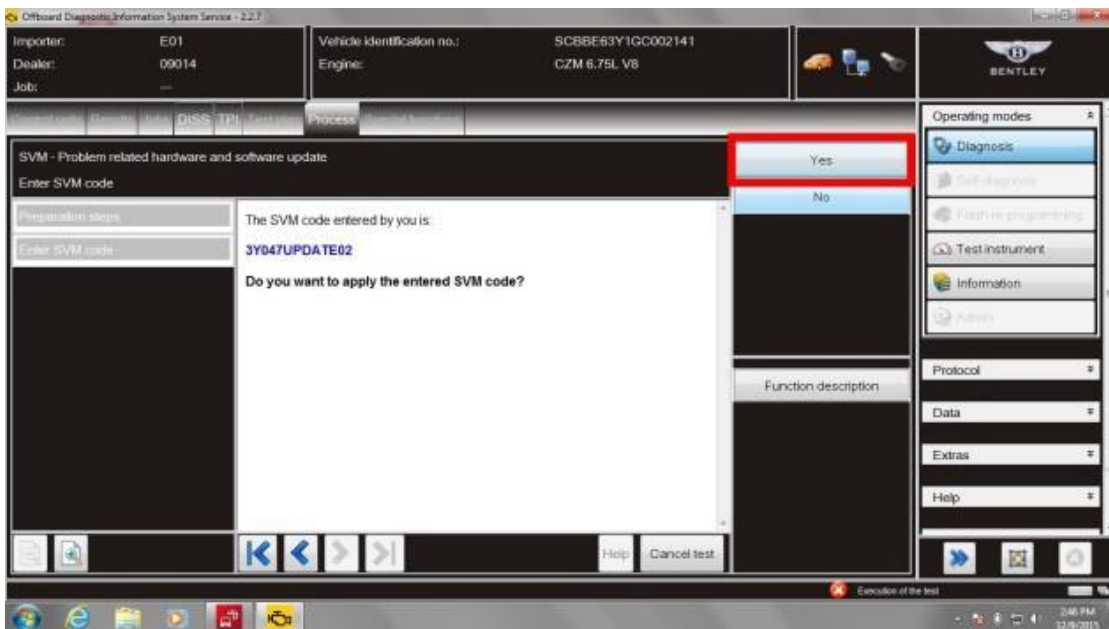


Figure 25

Follow the on screen prompts.

If requested to switch off the vehicle ignition, remove the ignition key from the key reader at the same time.

There is now a requirement to change the Control Unit parameters – follow the on screen prompts until Programme End.

Next select the “Special Functions” tab and scroll down to “SVM – Further Actions” – figure 26.

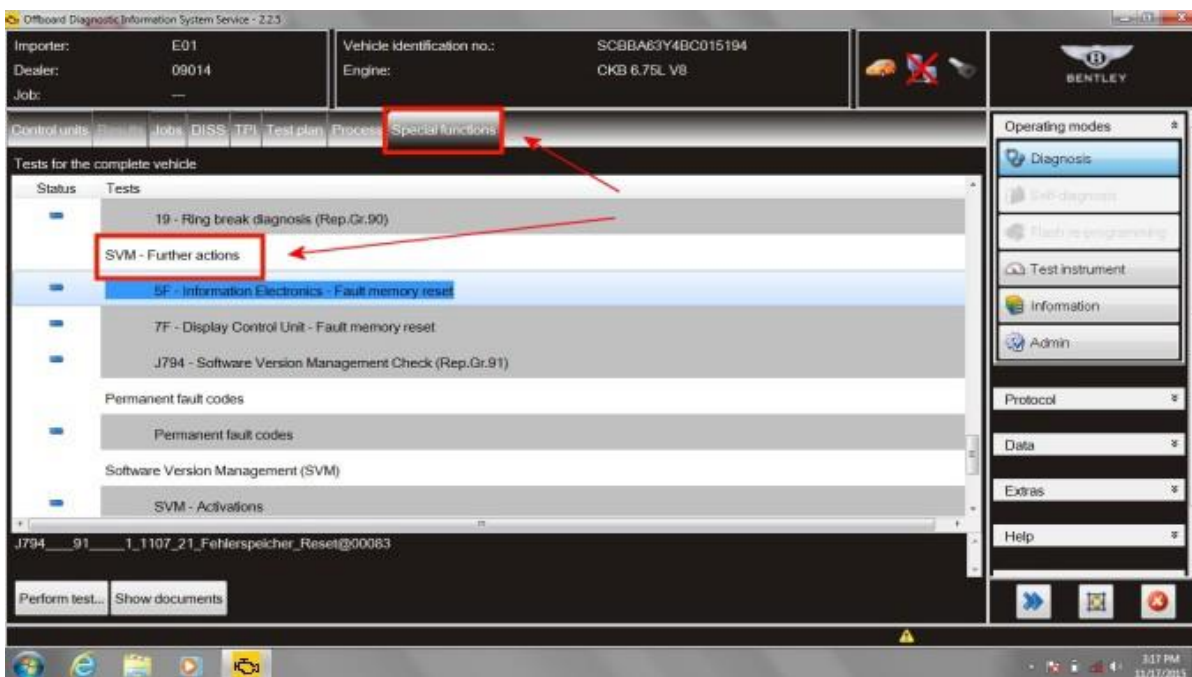


Figure 26.

Select “Information electronics – Fault Memory Reset” and then select “Perform Test” – figure 27.

Follow the on screen prompts until End Of Test.

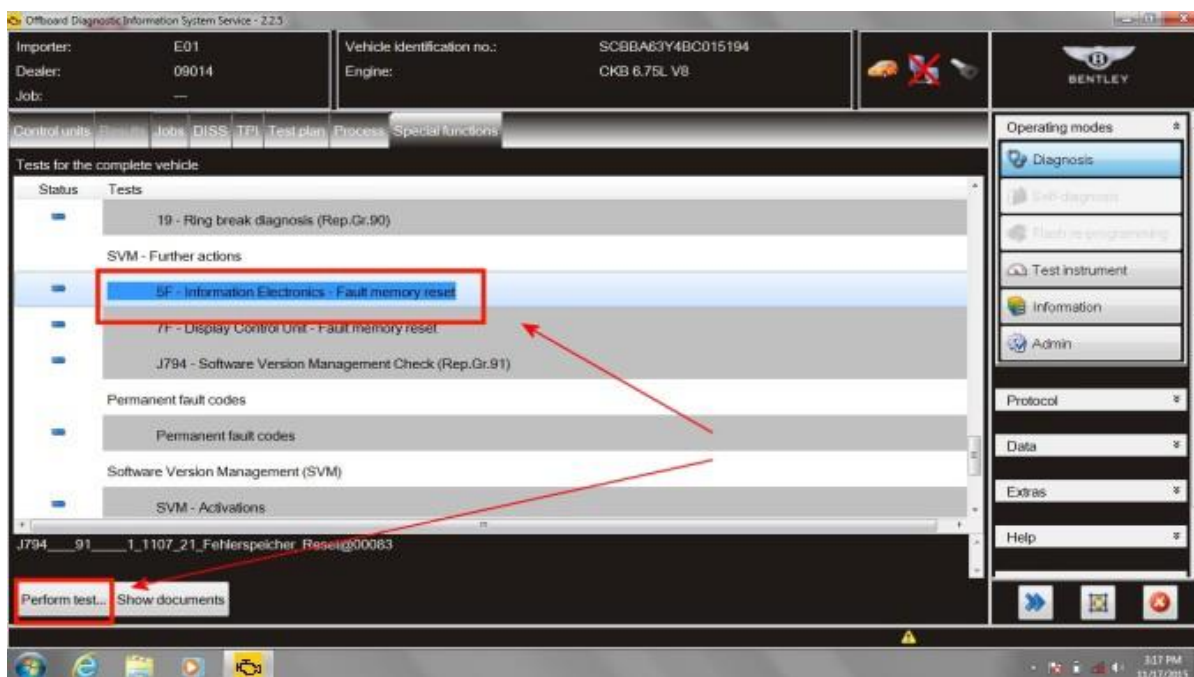


Figure 27.

Use Guided Fault Finding in Off-board Diagnostic Information System to carry out a complete diagnostic sweep of the vehicle, clearing any diagnostic trouble codes generated as a result of performing this procedure.

Upon completion, place a blue paint mark on the inner of the fuel filler door – figure 28.



Figure 28.

Warranty accounting instructions

Normal warranty policies apply

Warranty Type 110 or 910

Labour Operation Code 01 29 00 08

Damage Service Number 9131

Damage Code 00 39

Time 80 TU

Parts information

Part Number	Description
WT10380	SD Card SW Update AMP0120