

Field campaign

Topic	Engine and Gearbox control unit – software update SC16/12)
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2043616/1
Campaign number	EA50
Note	
Type	Workshop Campaign
US code	

Vehicle data

W12ContinentalGT>C13MYand14MY

Salestypes

Type	MY	Brand	Designation	Engine code	Gearbox code	Finaldrive code
39*	2013	E		CV**	*	*
39*	2014	E		CV**	*	*

Chassisnumbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	***	**	*	*	C	082509	095723		

Documents

Document name
master.xml

Notes

▪ Repair instructions

Technical background

Revised engine and transmission software.

Remedy

Revised software has been developed. This software is to be loaded into the gearbox and engine control modules using the following process

Customer notification

Customers do not need to be informed directly of this campaign. Please ensure that all affected vehicles are checked and repaired during a service visit. You should also inform your new and used car sales department so that the vehicles affected can be checked and, if necessary, repaired immediately (and not just before sale)

NOTE: Ask the customer if the engine control modules have been modified in any way (chip tuning). Explain to the customer that updates to the engine control modules can render the chip tuning ineffective or damage to the control modules can occur.

Ask the customer to contact the tuning contractor to establish if a software update is possible. Inform the customer that if modifications have been carried out to the engine control module, Bentley Motors or your own company will not accept liability from damage by updating the software.

Should a customer decline to have the update performed because the vehicle has been chiptuned, please make your Product Support Team aware by raising a DISS query of the chip tune, the VIN and chip tuning information can then be saved for future reference.

Warranty accounting instructions

Normal warranty policies are applicable

Warranty Type 790 or 710

Labour Operation Code 01290008

Damage Service Number EA50

Damage Code 00 66

Time 80 TU

Criteria ID 01

Genuine parts

.

Parts supply

.

Parts despatch control

N/A

Repair instructions

▪ Notes

Technical background

Revised engine and transmission software.

Check

If the vehicle is not already listed as repaired in the "Repair history" (ElsaPro), check for the campaign identification mark, blue spot to the boot mounted fuse box adjacent to the main system battery positive post (see Figure 25), should neither be evident carry out the required work in accordance with these instructions

Genuine parts

.

Work

1. Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure
2. 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.
3. Switch on the ignition using the ignition key

4. From the diagnostic tool main desktop select Off board Diagnostic Information System
5. Select–Startdiagnosis
6. Select–Model/Engine
7. Select *guidedfault finding* tocheckandclearthevehicleof any faultcodes. NOTE: At thisstagewhenrequested to *MakeaTarget/Actual comparison* do not perform thisaction select NO

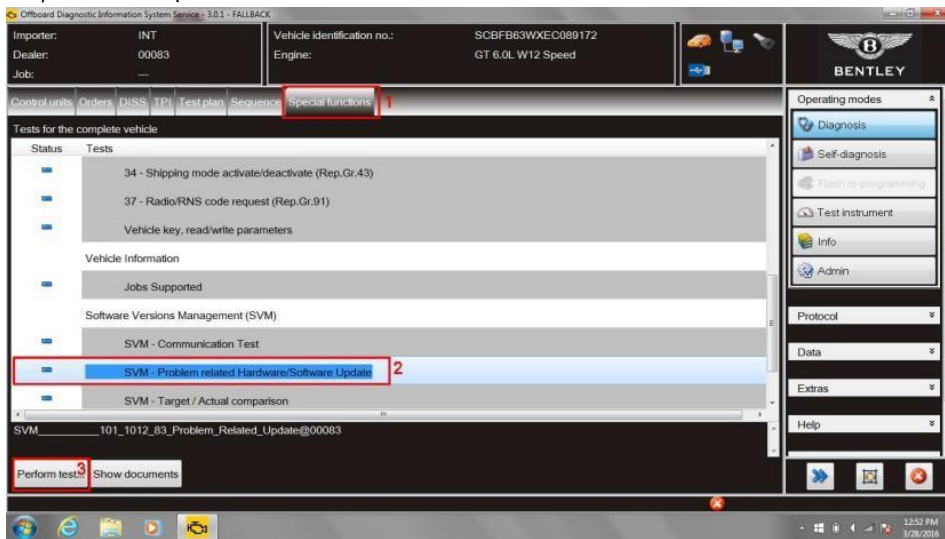


Figure 1

8. Select *Specialfunctions* (1), Select *SVM– Problem related Hardware/Software Update* (2), Select *Perform test* (3) (see Figure 1)

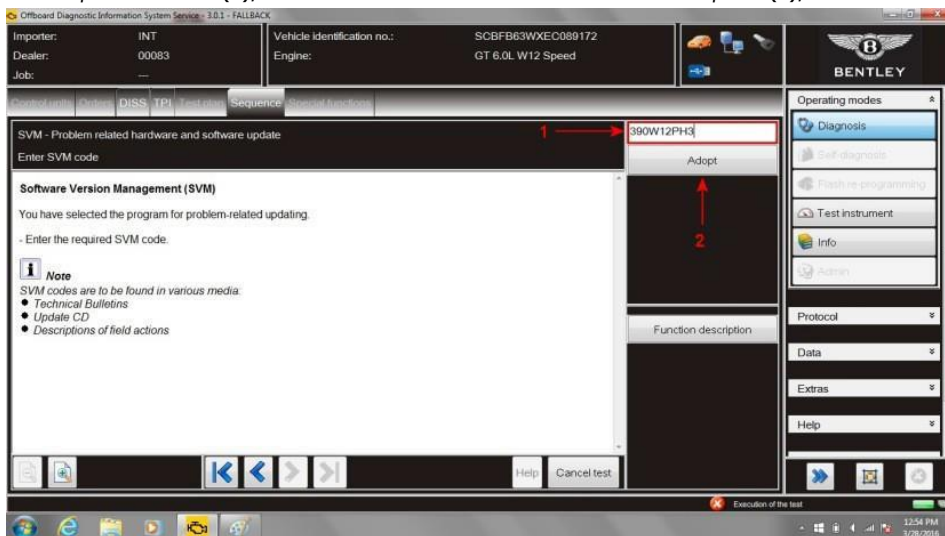


Figure 2

9. AtSVMprocess screen enter (1) the specificSVM code **390W12PH3** and then *Adopt* (2) (see Figure 2)
10. Check you have entered the correct SVM code and select Yes
11. If prompted enter your global user ID and password
12. Follow the on screen prompts to continue through the procedure

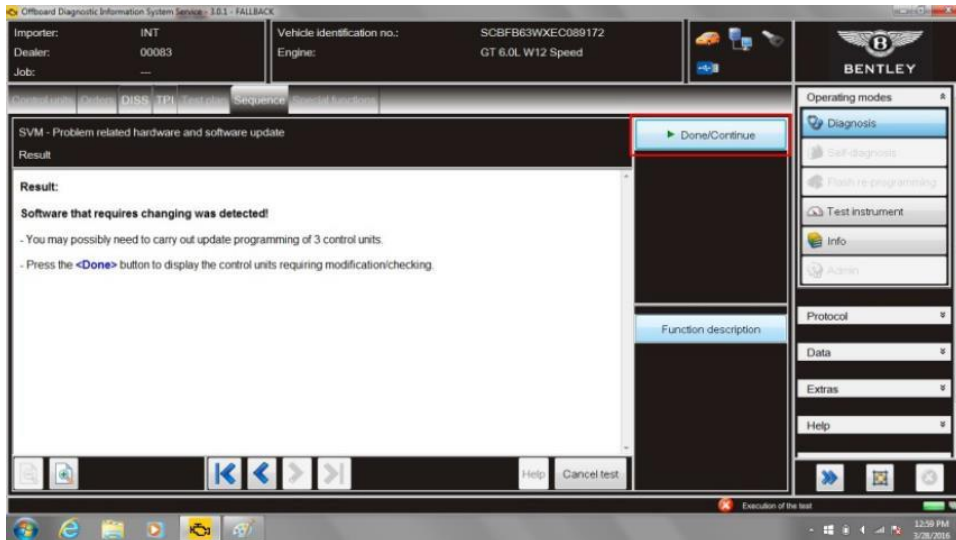


Figure 3

13. Once software that requires changing is detected, 3 units, select *Done/Continue* (see Figure 3) Note: each of the 3 control units will be offered for software update individually by the program. Follow prompts the online connection will deliver the required software to the tester

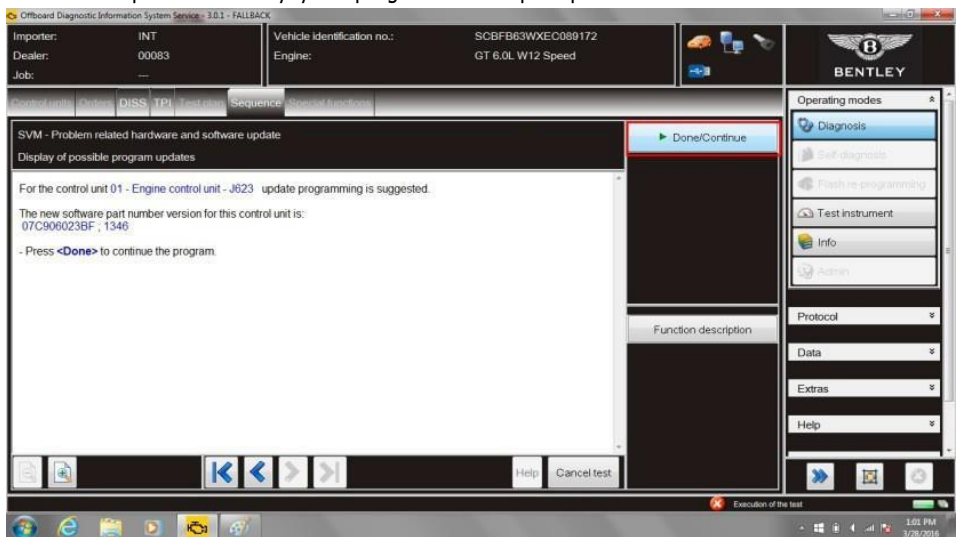


Figure 4

14. At *program updates* screen select *Done* to update 01 – **Engine control unit – J623 control unit** (see Figure 4)

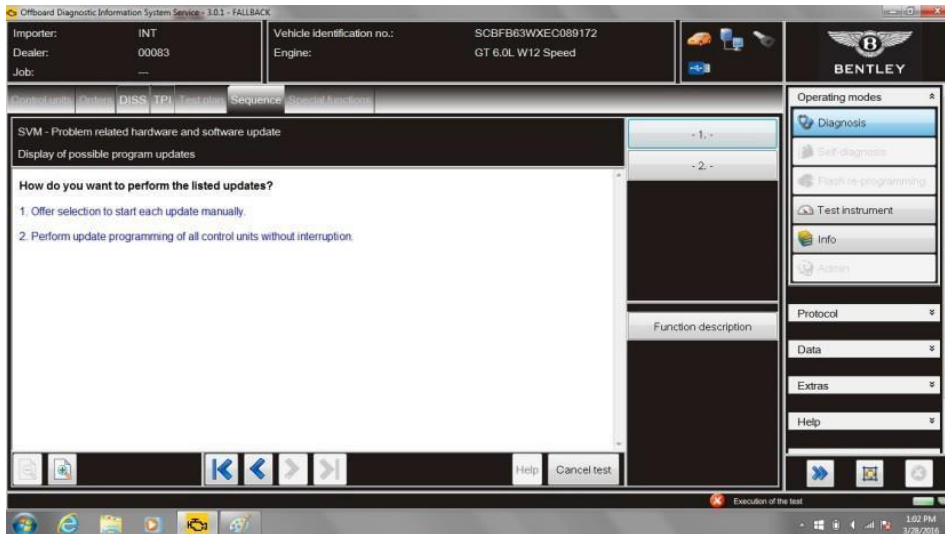


Figure 5

15. Select option 2 to perform listed updates (see Figure 5)

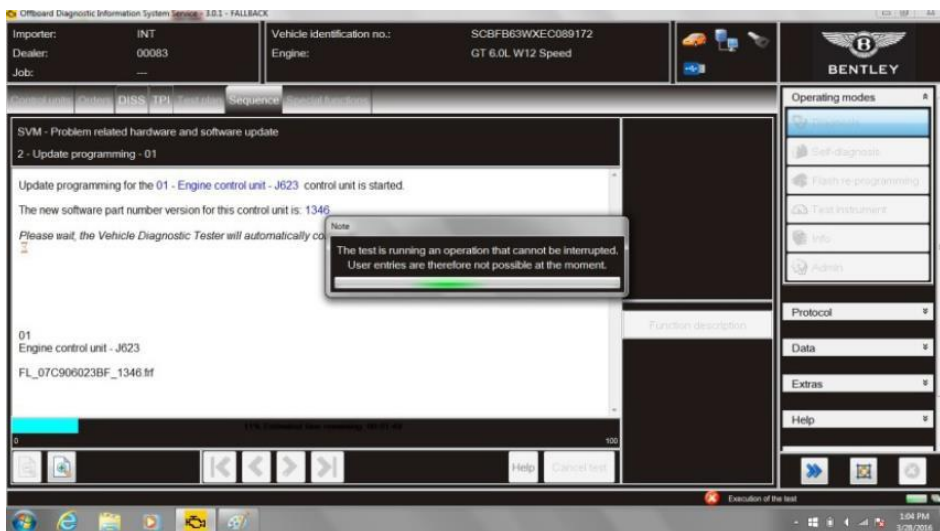


Figure 6

16. During each update progress bar will be displayed (see Figure 6)

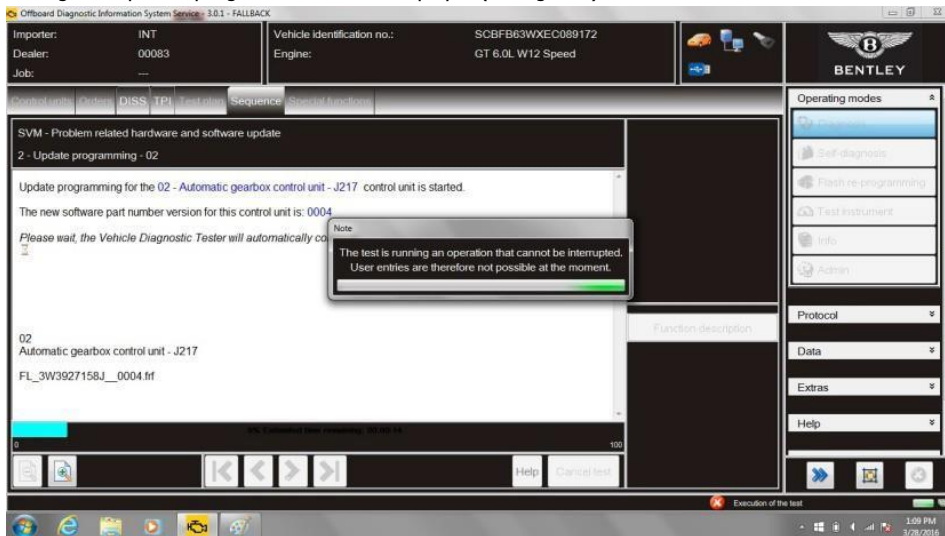


Figure 7

17. In sequence the next modules requiring software change will be presented -02-Automatic gearbox -J217

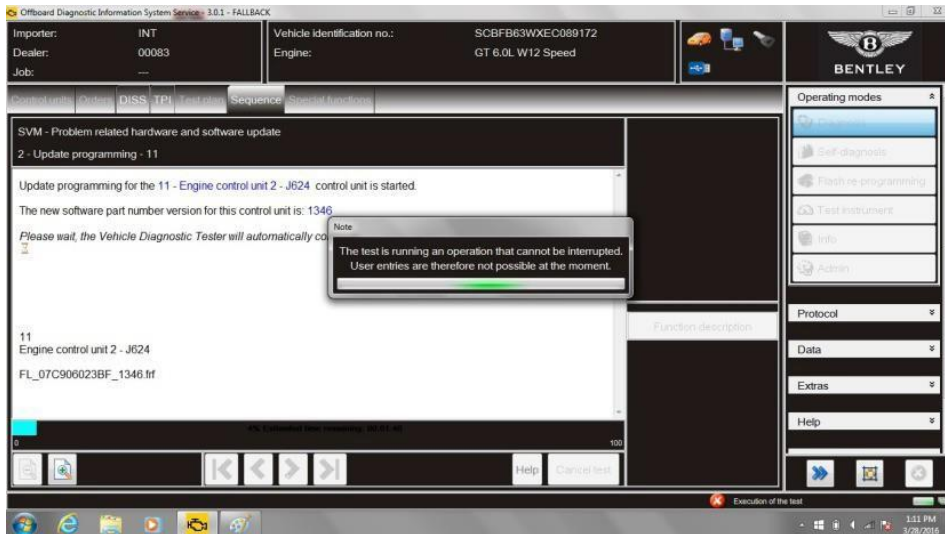


Figure 8

18. The next modules requiring software change will be presented - 11 - Engine control unit 2 - J624

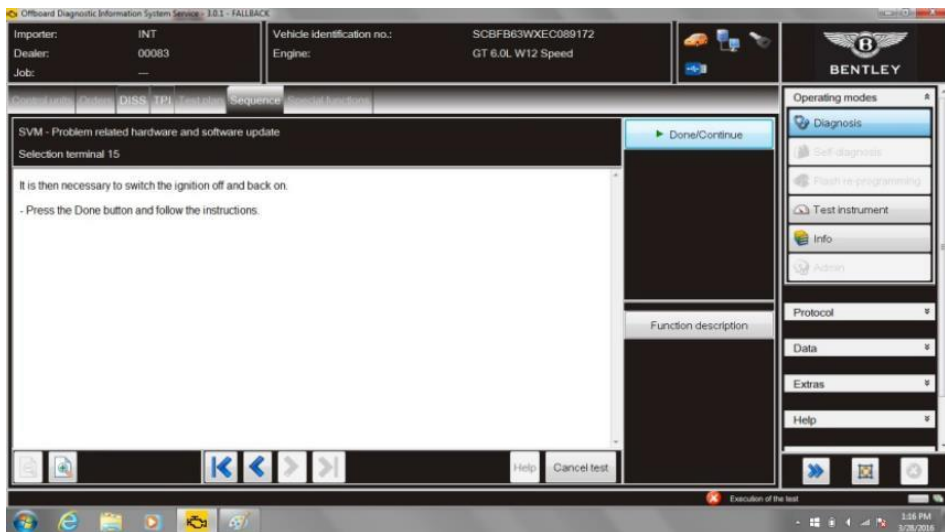


Figure 9

19. Once each of the three modules are successfully programmed then you are prompted to perform an ignition off/on cycle, to do this: FIRST press Done/Continue then at prompt turn ignition OFF, press Done/Continue then at prompt turn ignition ON

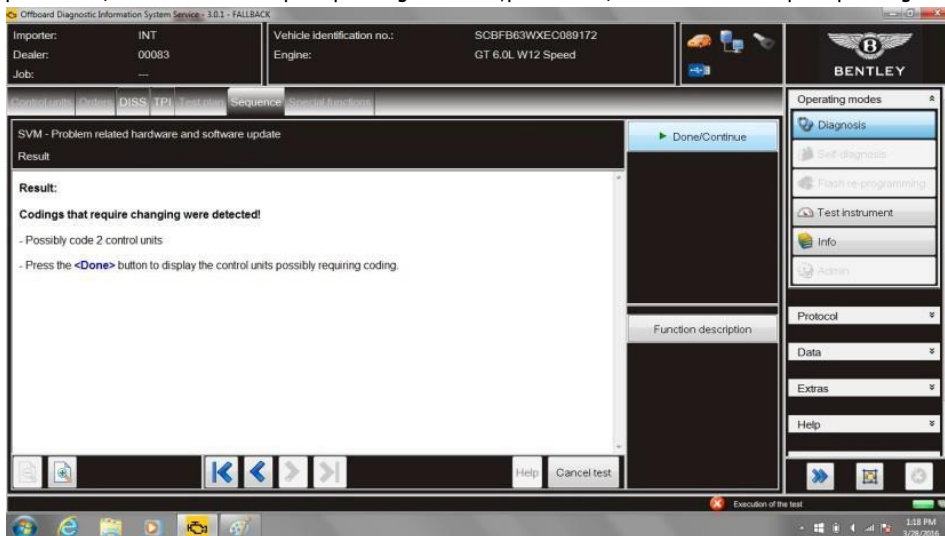


Figure 10

20. At Results screen select Done/Continue and if prompted allow the tester to perform any required coding (see Figure 10)

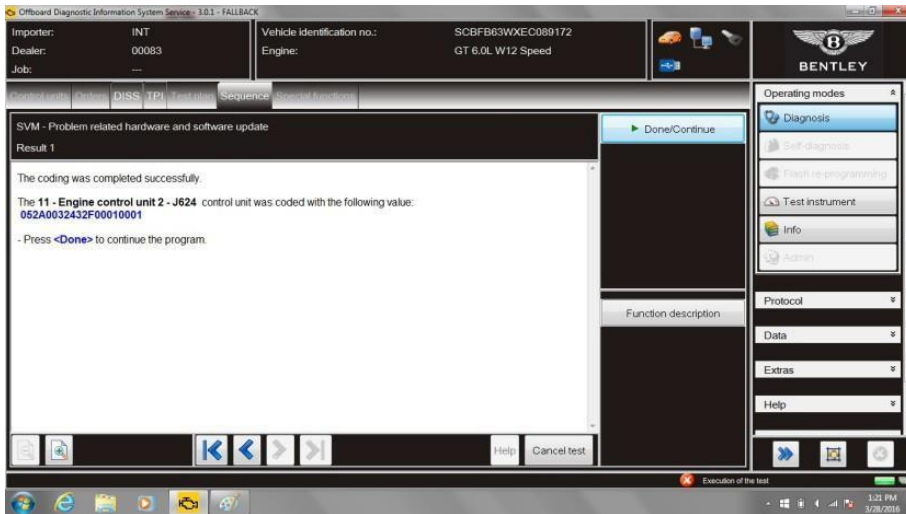


Figure 11

21. Once coding is complete then you are prompted to perform an ignition off/on cycle, to do this: FIRST press Done/Continue then at prompt turn ignition OFF, press Done/Continue then at prompt turn ignition ON

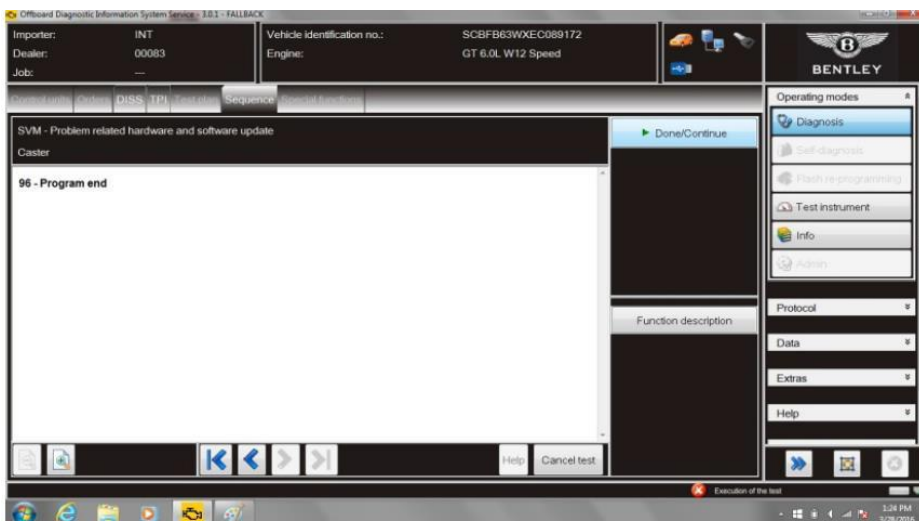


Figure 12

22. Follow the screen prompt through to the completion screen (see Figure 12)

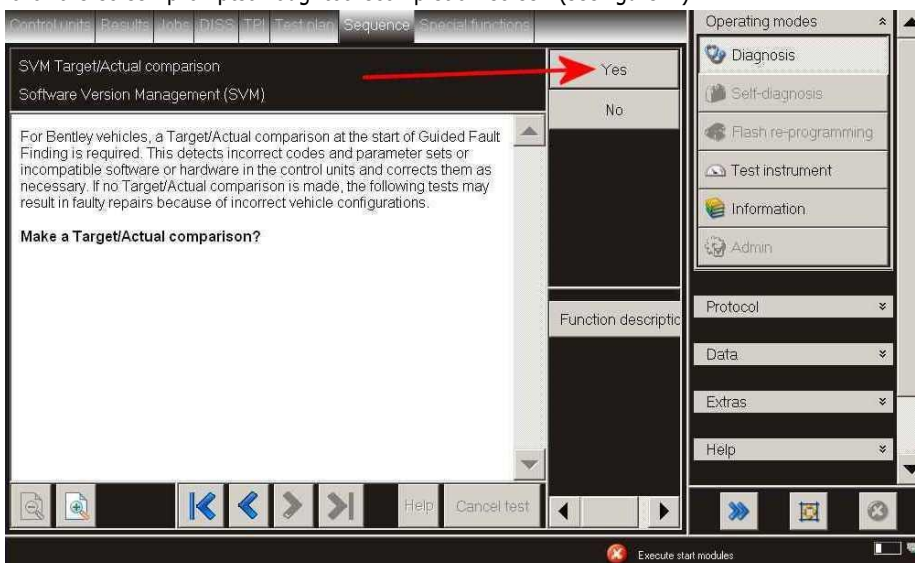


Figure 13

23. Select Guided fault finding to check and clear the vehicle of any fault codes generated as a result of performing this campaign. NOTE: When requested to Make a Target/Actual comparison this action should be performed, select YES. (see Figure 13)

Once the above is performed the following test *Adaption of crankshaft sensor tolerance* must be performed

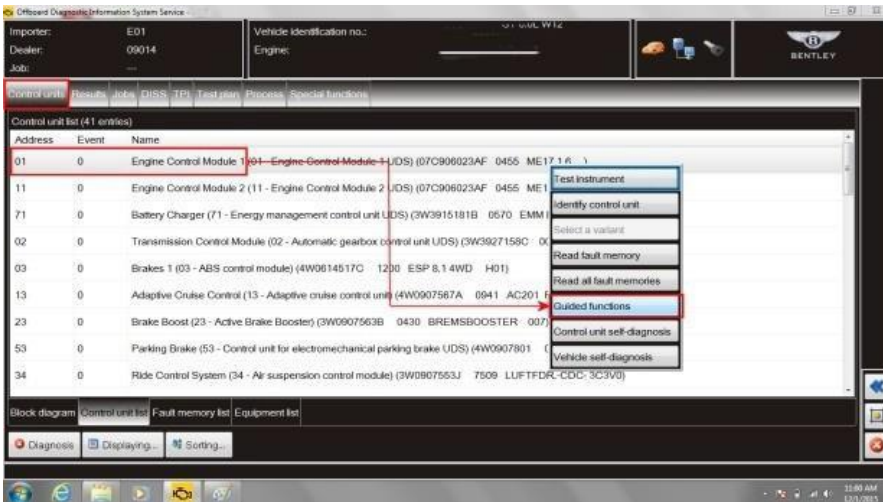


Figure 14

1. Within Control units–Select (single touch) *01 Engine Control Module*– Reveal drop down menu (extended touch and release), Select *Guided functions* (see Figure 14)

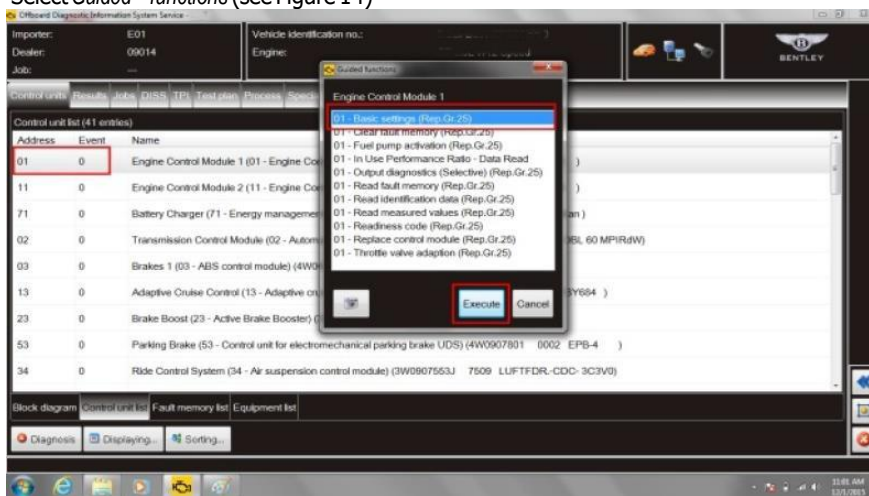


Figure 15

2. Within Engine Control Module 1, Select *01-Basic settings* and then *Execute* (see Figure 15)



Figure 16

3. Followscreen promptsto start engine(seeFigure16)



Figure 17

4. Allow engine coolant temperature to rise above 80°C (see Figure 17)

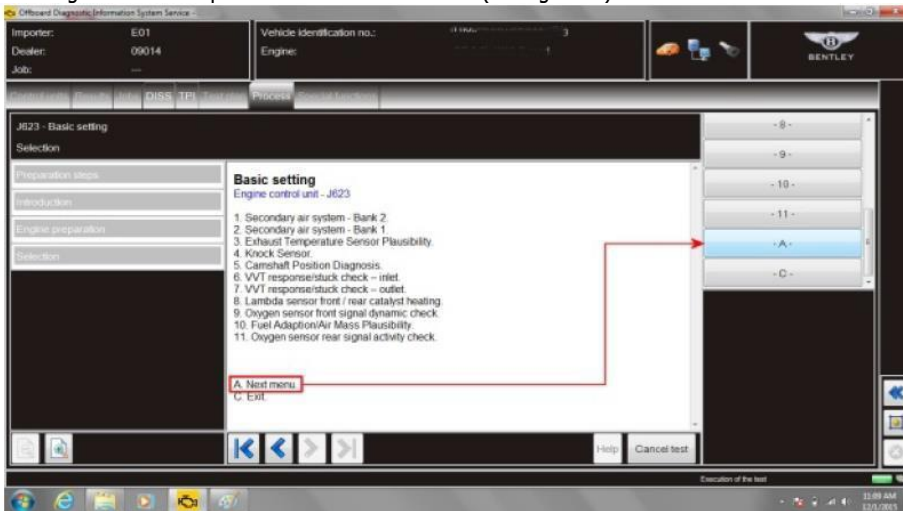


Figure 18

5. Within Basic settings select A Next menu. (see Figure 18)

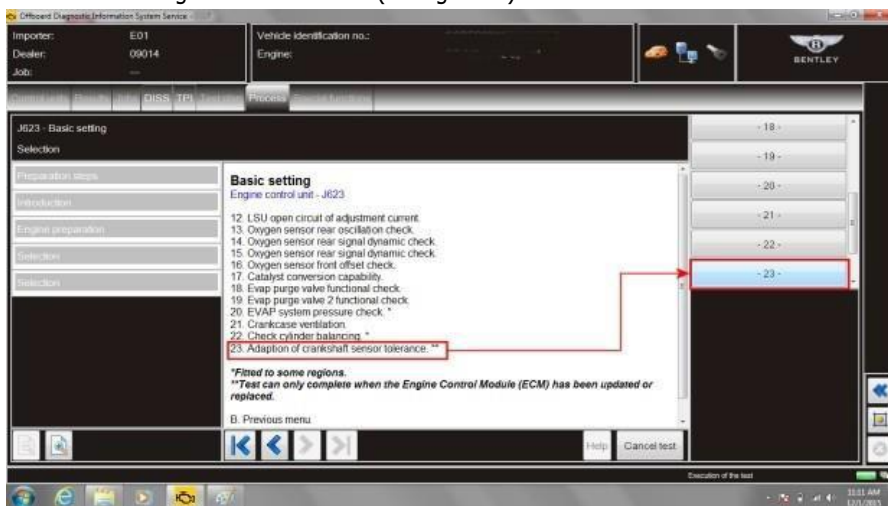


Figure 19

6. Within Basic settings select 23 Adaption of crankshaft sensor tolerance (see Figure 19)



Figure 20

7. Follow and observe screen prompts and select *Continue* (see Figure 20)

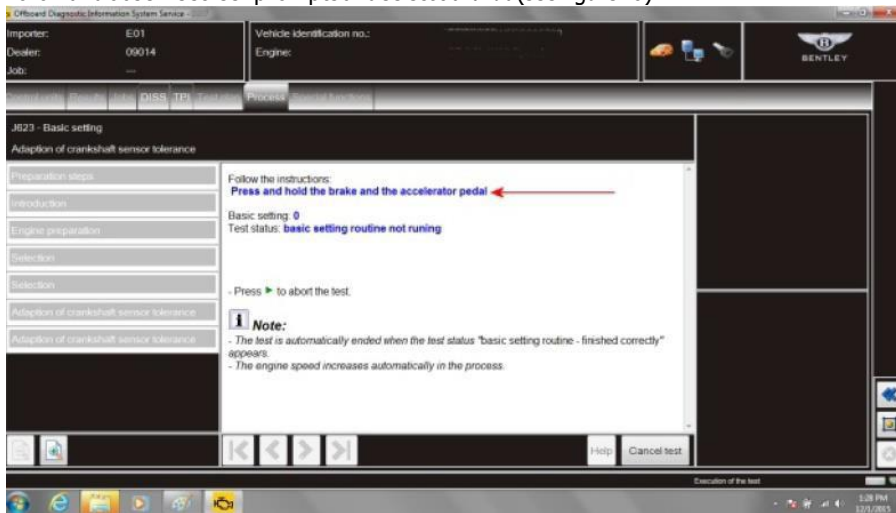


Figure 21

8. Following the screen prompts press and hold the brake and the accelerator pedal. (see Figure 21) **NOTE:** It is expected that the engine speed will rise rapidly to close on maximum rpm this is normal for this test keep the accelerator and brake pressed for the test to continue. The engine speed will rise and fall approximately 3 times during the test

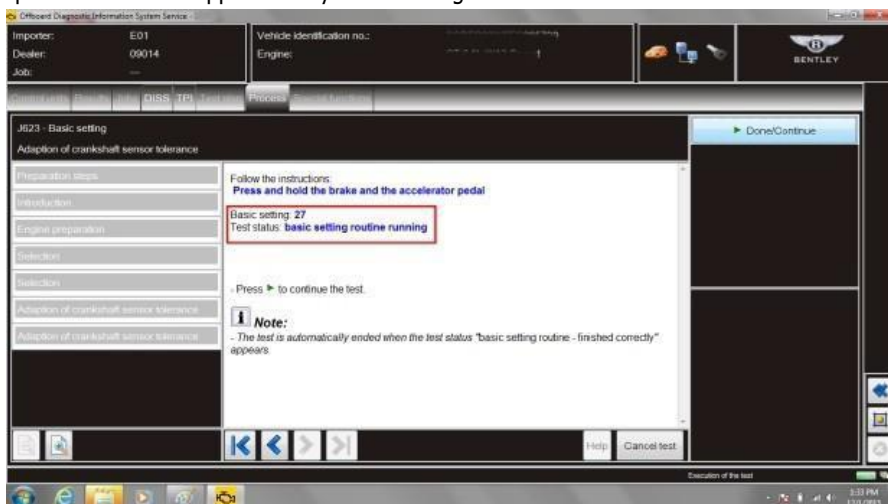


Figure 22

9. With both brake and accelerator pedal held 'on' the test will continue as shown on screen *basic setting routine running* (see Figure 22)

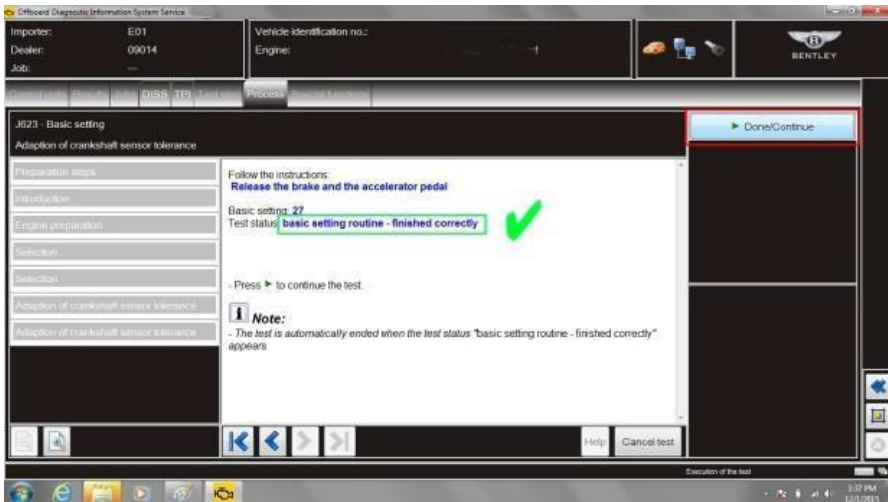


Figure 23

- When test is complete screen status will show *basic setting routine – finished correctly*, as instructed release both brake and accelerator pedal and select *Continue* (see Figure 23)

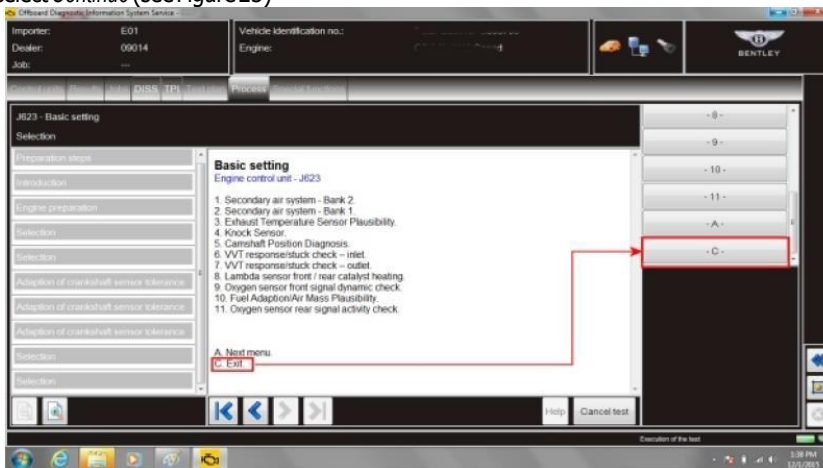


Figure 24

- At *Basic settings* screen select *C- to Exit* (see Figure 24)
- On completion apply blue campaign completion mark (see Figure 25)

Identification

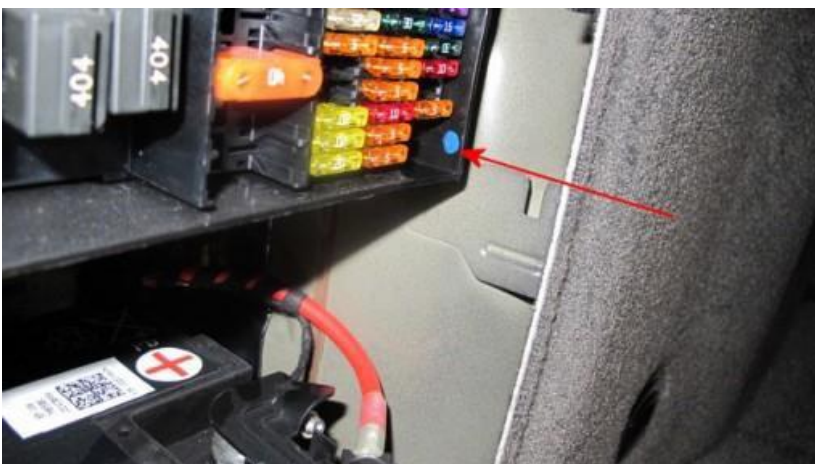


Figure 25

- On completion apply a blue campaign completion mark to the boot mounted fusebox adjacent to the main system battery positive post (see Figure 25)