Technical product information

Topic	Mulsanne - Rear side blind fails mid cycle
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2031942/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Sunblind operation -> Electrically raise rear screen blind	functionality -> defective function sequence	
Body fixtures and fittings -> Sunblind operation -> Electrically lower rear screen blind	functionality -> without function / defect	

New workshop code

Object of complaint	Complaint type	Position
Body fixtures and fittings -> Glazing, window lifters -> Door window	concept -> design concept error	rear left
Body fixtures and fittings -> Glazing, window lifters -> Door window	concept -> design concept error	rear right

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		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	**	*	*	*	C	[redacted]			
SCB	**	*	*	*	C	[redacted]			

Documents

Document name
master.xml

Customer statement / workshop findings

Rear window blind unexpectedly stops mid cycle

Technical background

A component change in the rear side window blind mechanism has left the system with the potential to 'electrically lock up'. This function anomaly can manifest itself when a request is given to the door control module to reverse the blind direction of travel during an opposing up or down cycle. This request may originate from the manual switch in the door or from the key fob remote control.

On each occurrence of this failure an ignition cycle will unlock the system and reinstate blind functionality. A permanent solutions is now available via a software download and parameter coding change this can be performed using VAS-PC

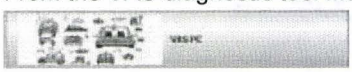
Production change

Revised software incorporated into the door control module

Measure

Please advise customers who experience this phenomenon that a permanent solution is now available

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

1. The procedure is only possible utilising VAS PC running on Bentley brand CD version 19.04 with Bentley Brand CD update V2.0 patch installed (download from BICs)
2. Connect the Bentley diagnostic tool VAS 5052A or later approved equivalent, to the vehicle On Board Diagnostic socket. As an SVM is required the Bluetooth connection is not recommended
3. From the VAS diagnostic tool main desktop Select Diagnostic icon  and select VAS PC 

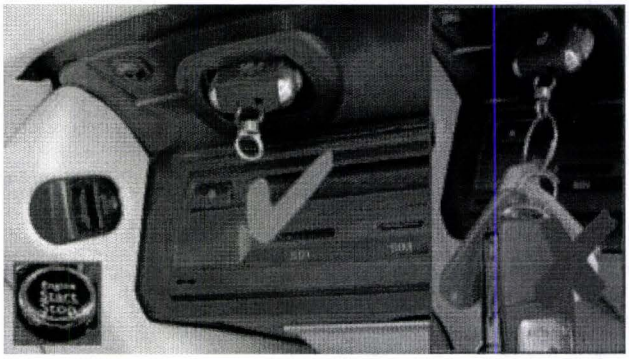


Figure 1

4. Switch on Ignition – Always use the key reader in conjunction with the Start/Stop switch to enable ignition when performing software modifications – insert the key with no additional keys or key jewellery attached with the blade retracted into the key reader, the ignition should now be controlled via the Start/Stop switch (see Figure 1)

Figure 2

5. Select – *Guided Functions*

6. Select Brand – Model and Year

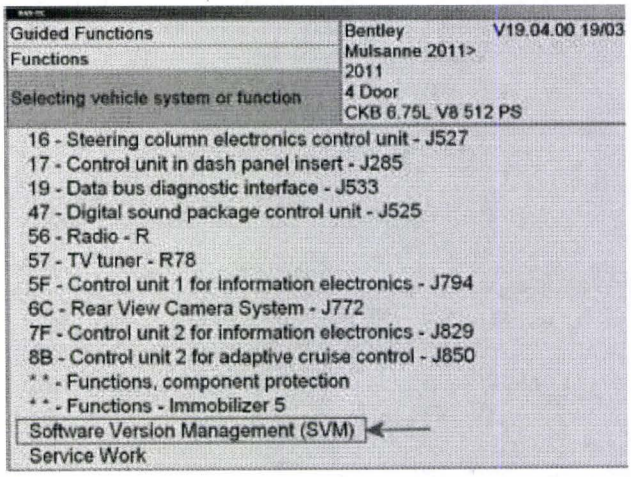


Figure 3

7. In *Selecting vehicle system or function* select – *Software Version Management (SVM)* (see Figure 3)

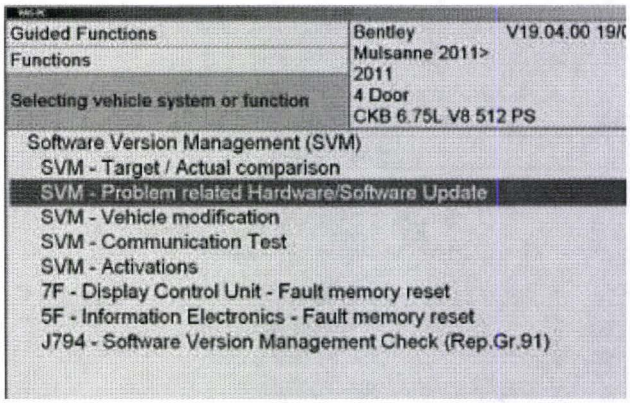


Figure 4

8. Select *SVM – Problem related Hardware/Software Update* (see Figure 4)

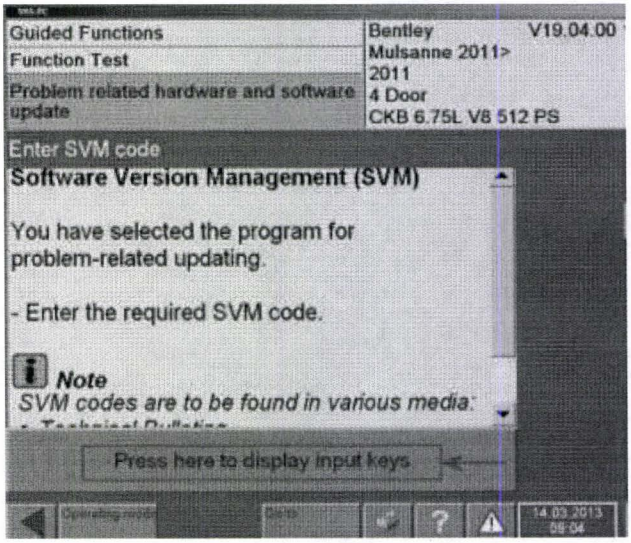


Figure 5

9. Display the virtual key board (*Press here to display input keys*) (see Figure 5)

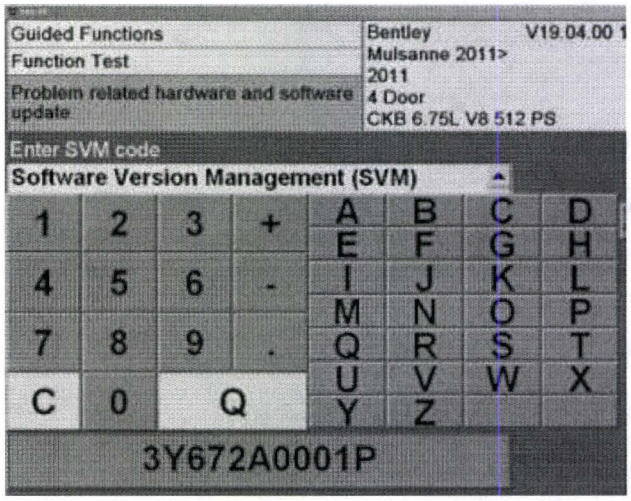


Figure 6

10. Enter the correct SVM modification code 3Y672A0001P and apply code

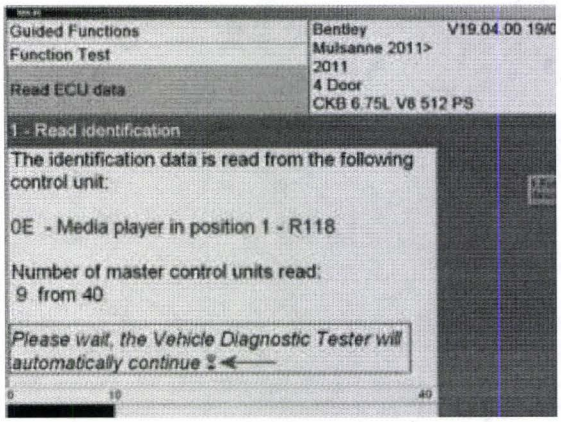


Figure 7

11. Follow and observe the screen prompts – Pause at *Please wait* prompt and allow all control modules to be identified (see Figure 7)

12. Ensure you maintain your on–line network Broadband connection. All modules will be interrogated, you will then be prompted to connect to SVM, your Global User Sign – on will be required. Follow the screen prompts to continue through the procedure

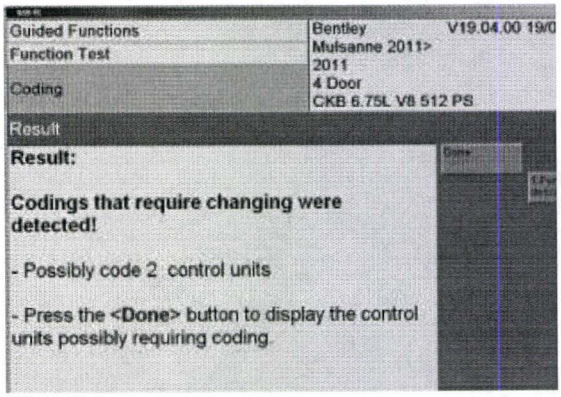


Figure 8

13. The Result screen will show that 2 coding's require changing. As prompted select *Done* (see Figure 8)

14. The Current and New calculated codes will be shown in the Selection screen select *Yes*, 62 - Rear left door control unit will then be coded.

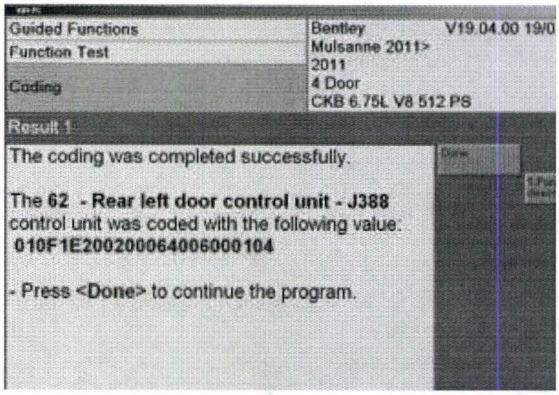


Figure 9

15. In the successful coding screen select *Done* (see Figure 9)

16. Follow the prompts to code 72 – Rear left door control unit

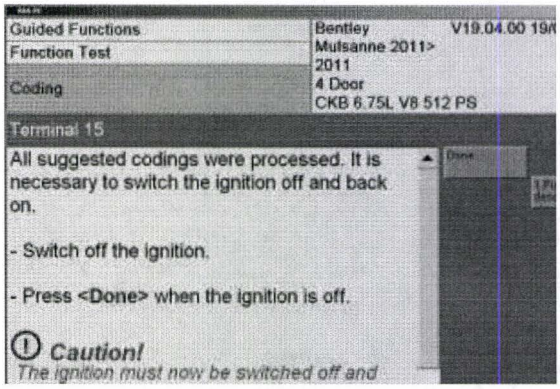


Figure 10

17. When prompted carry out an ignition cycle

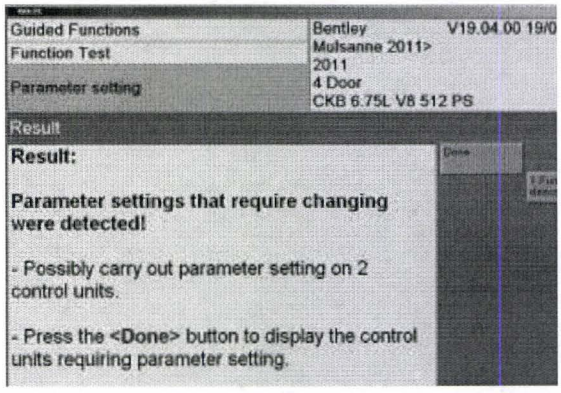


Figure 11

18. Parameter setting changes will now be requested. As prompted select *Done* , follow the screen prompts – Server connections will take place

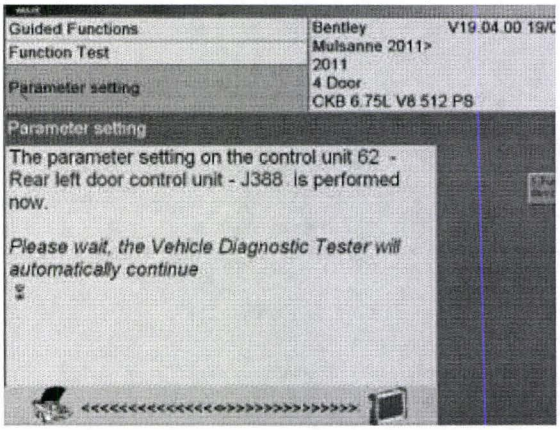


Figure 12

19. Follow the screen prompts to perform the parameter settings for both rear door control units (see Figure 12)

20. When prompted carry out another ignition cycle

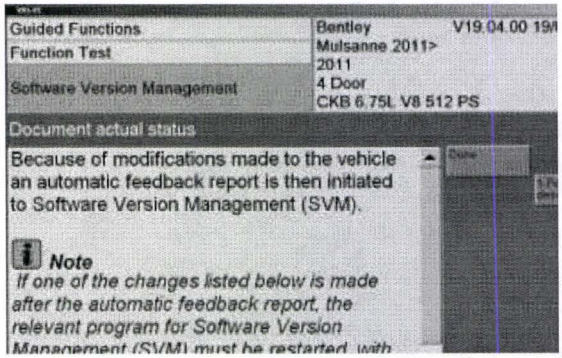


Figure 13

21. Select *Done* at Evaluate measure screen, the test will progress to the *Document actual status*, automatic feedback report screen. Select *Done*

22. An automatic SVM will take place followed by a successfully completed screen. Select *Done* and *Done* to return to the *Test Plan* screen and *Exit*

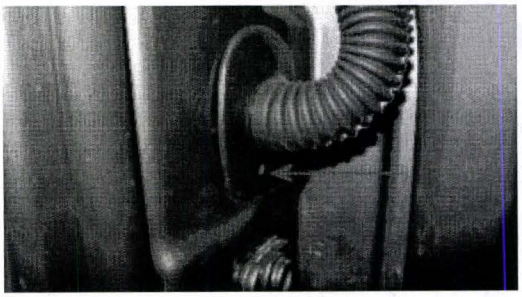


Figure 14

23. On completion apply a blue paint identification mark to one of the rear door conduits (see Figure 14)

Warranty accounting instructions

Warranty Type	910 or 110
Labour Operation Code	01 29 00 05
Damage Service Number	XX XX
Damage Code	XX XX
Time	50TU