

### Field campaign

Topic	Mulsanne exterior door mirror software update (SC13/03)
Market area	Worldwide Bentley (1WBE)
Brand	Bentley
Transaction No.	2033282/1
Campaign number	E779
Note	
Type	
US code	

### Vehicle data

#### Mulsanne exterior door mirror software update

#### 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	*	3Y	*	*	C	00000	████████		
SCB	*	ZH	*	*	C	00000	████████		

### Documents

Document name
master.xml
svm.pdf

## Notes

### Technical background

Bentley Motors has devised a Software Version Management (SVM) update which eliminates the possibility of a customer experiencing issues relating to the exterior door mirror power fold/unfold operation.

The containment measure within the SVM update reduces mirror motor cut off time which prevents the door mirrors sticking and jolting sporadically during the power fold/unfold operation issue.

The SVM update also prevents the possibility of a separate mirror related issue from occurring, the issue concerned can occur when the 'Fold mirrors' function is selected to be On within the MMI as shown in Figure 1. Selecting this function allows the mirrors to be power folded when the vehicle is locked. Bentley Motors has received isolated reports of only one mirror folding. The SVM update eliminates the customer from experiencing this issue.

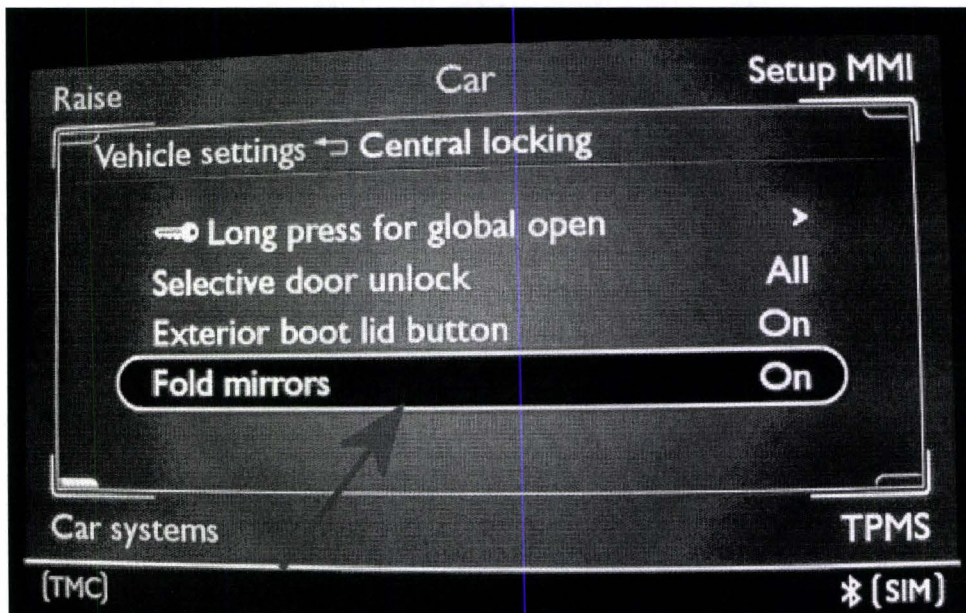


Figure 1

**IMPORTANT:** When carrying out this TPI, VAS PC must be used. Do not use the Offboard Diagnostic Information System Service. The parameter update settings required for this TPI cannot be supported by the Offboard Diagnostic Information System Service.

Please ensure that the Offboard Diagnostic Information System Service programme is completely shut down Do Not run the Offboard Diagnostic Information System Service at the same time as VAS PC as this will result in the need to completely uninstall and reinstall the Offboard Diagnostic Information System Service programme.



To carry out this TPI your VAS Diagnostic machine must have Version19.04 installed. The attached SVM Diagnostic communication must be applied to your VAS Diagnostic machine (if not already) the Diagnostic communication can also be found on BICS, the Reference number is 97670.

Please make sure the communication is followed to the end.

## Remedy

This Campaign must be carried out on all Mulsanne cars within the affected VIN range to ensure the cars prior to the VIN cut off are all at the same software level

## Customer notification

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

## Warranty accounting instructions

Warranty Type	710 or 790
Labour operation code	66 82 25 00
Damage Service Number	E779
Damage Code	00 66
Criteria ID	01
Time	50 Time Units/30 Minutes

## Genuine parts

Not applicable

## Parts supply

Not applicable

**Parts despatch control**

Not applicable



## Repair instructions

### Technical background

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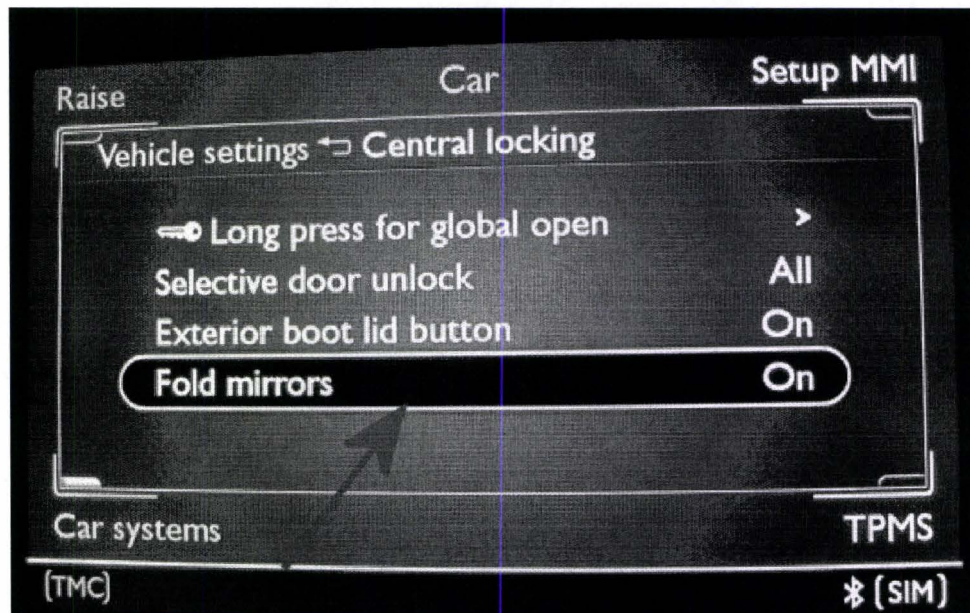


Figure 1

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## Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa Pro), check the vehicle for the Campaign identification mark, which is a White paint mark on the expansion tank bracket (Figure 8) should neither be evident please carry out the required work in accordance with the instructions.

## Control

All Mulsannes after VIN SCBBA63Y1DC [REDACTED] have had the additional software included at the time of production.

## Genuine parts

Not applicable

## Work

**NOTE:** The condition of the vehicle batteries must be checked before carrying out any work stated within this document. Do NOT carry out this procedure unless the batteries are in a healthy state - Refer to Maintenance manuals - Batteries to Test

Ensure before proceeding with this procedure you can connect to the Internet. Do NOT use a wireless Internet connection always use a suitable Internet cable

1. Ensure the Bentley Brand CD Version 19.04 is installed on the VAS 5052A/6150/A Diagnostic machine

2. Ensure the GEKO Internet connectivity CD Version 2.0 is also installed

3. Connect a suitable battery charger Refer to Workshop Manual Rep.Gr 27 - Charging battery.

**IMPORTANT:** Do not switch off or disconnect the charger at any point until the software update is fully completed.

4. Switch on the vehicle ignition by following the instructions below

- Locate the key reader, which is in the glovebox, and remove the key reader plastic cover (Figure 2)



Figure 2

**IMPORTANT:** It is imperative that any adjoining keys etc are removed from the ignition key ring as shown in Figure 3, as extra weight may cause the key to withdraw from the reader



Figure 3

- Insert the single ignition key into the reader with the blade folded away until it 'clicks' into place and check the key is securely located within the reader
- Press the Start/Stop switch on the centre console to turn on the ignition

**WARNING:** Do not switch off the ignition until the software update is complete

**NOTE:** When conducting software updates it is strongly advised to attach a visible warning sign to the vehicle warning other people within the Dealership that a software update is in progress and the ignition as well as the battery charger and any associated equipment must not be removed or switched off whilst the updates are in progress.

5. Connect the VAS 5052A or VAS 6150/A to the vehicle diagnostic socket using a suitable USB cable

From the Desktop select the Diagstarter icon (Figure 4 Point A), ensure the Offboard Diagnostic Information System Service is completely shut down.

- Select VAS PC (Figure 4 Point B)

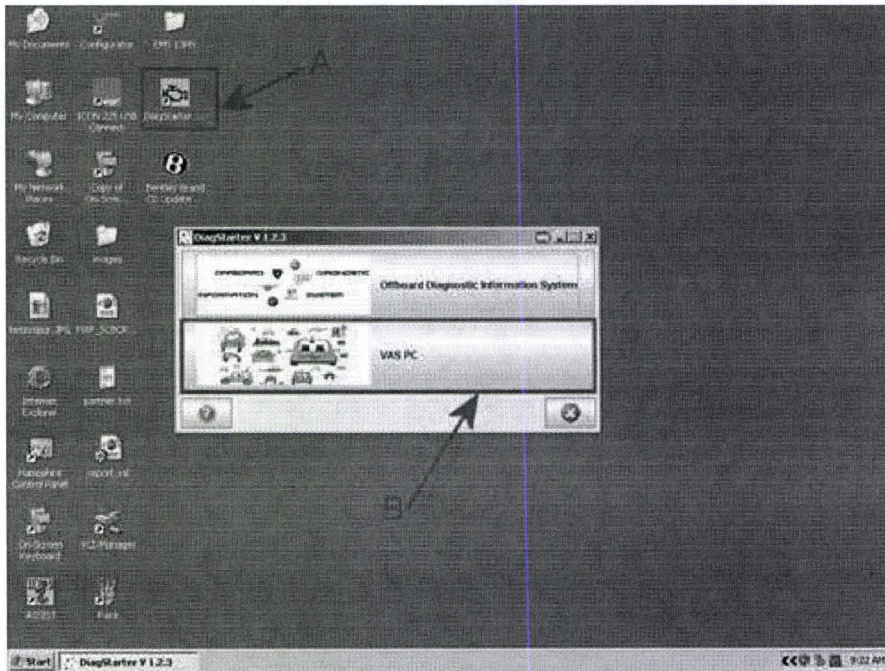


Figure 4

- From the VAS homepage follow the instructions below:

6. Select Guided Fault Finding

7. Select Bentley

8. Select Mulsanne 2011>

9. Select appropriate year **NOTE:** For 2012 and 2013 M/Y vehicles please select 2012 as shown in Figure 5

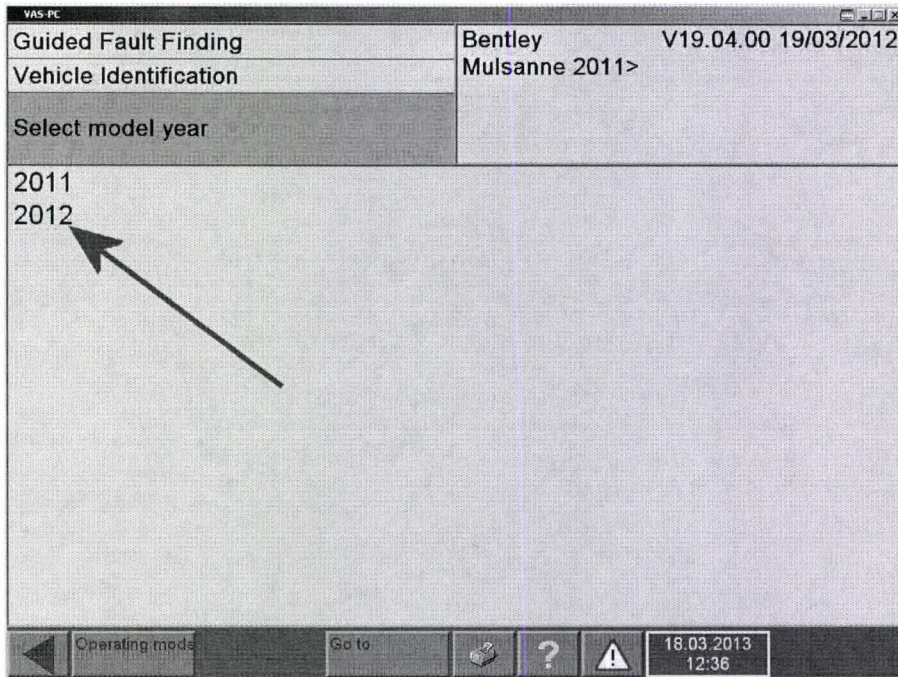


Figure 5

- The vehicle system test will now start - Wait for the vehicle system test to complete.

10. Once the vehicle system test is complete - Go forward to Software Version Management (SVM) Target/Actual Comparison screen

- When prompted to run a Target Actual Comparison, select **NO** (Figure 6)

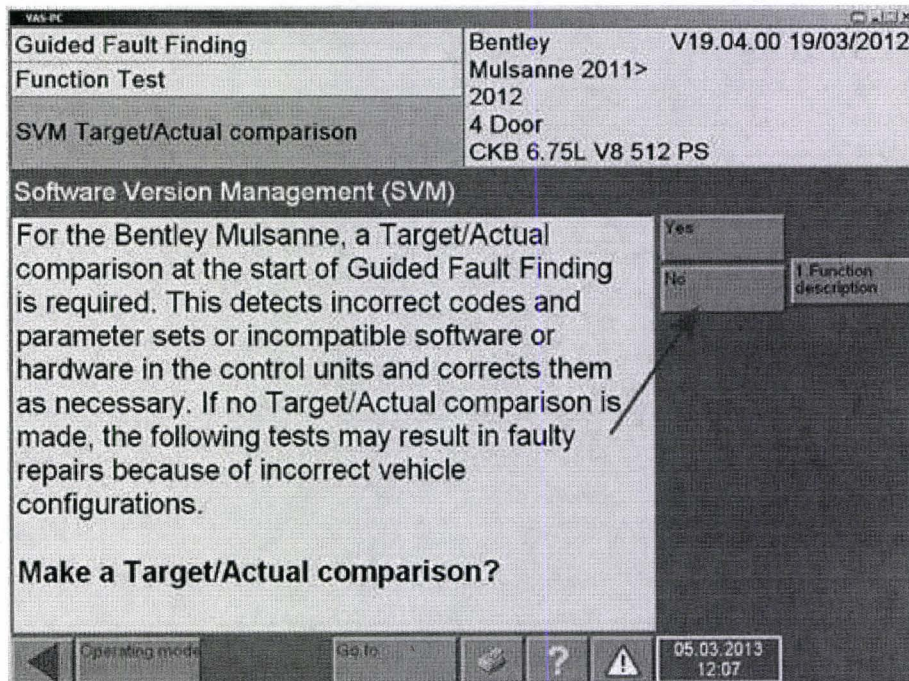


Figure 6

- At the bottom of the next screen select **Go To**
- Select Function/component selection
- Select Software Version Management (SVM)
- Select Problem related hardware/software update (Figure 7) and follow the relevant on screen prompts

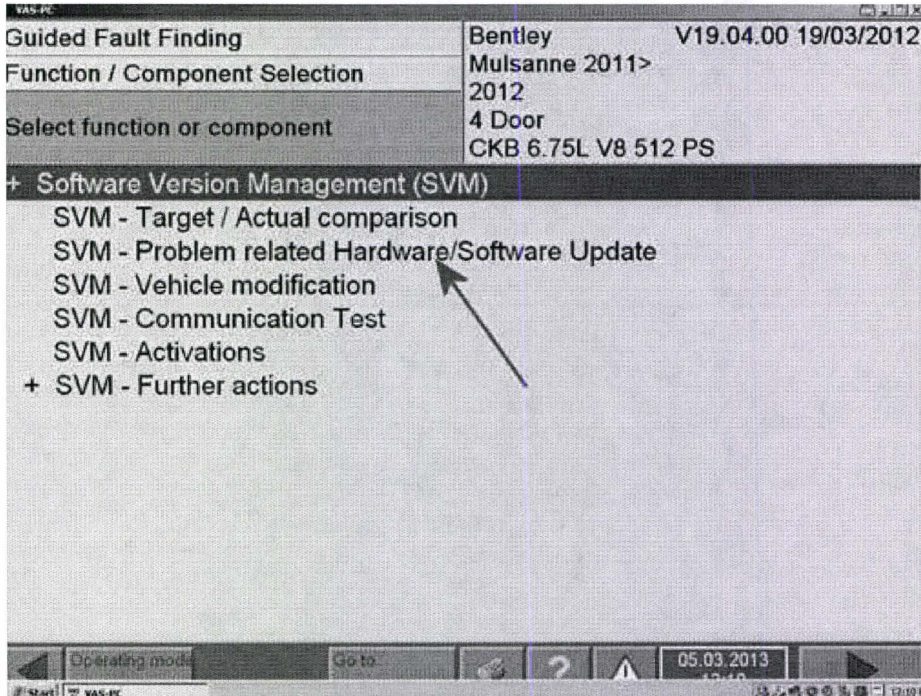


Figure 7

11. When prompted enter the following code: 3Y452A0003P and follow all on screen prompts
    - When requested accept all updates for the following:
      - 42 – Driver door control units J386 and 52 – Front passenger door control unit – J387 and follow all on screen prompts until **Program end**
  12. Once complete, place a White paint completion mark on the expansion tank bracket (Figure 8)
- NOTE:** Should a Blue paint mark may be evident on the expansion tank bracket this should be removed and then apply the White completion mark

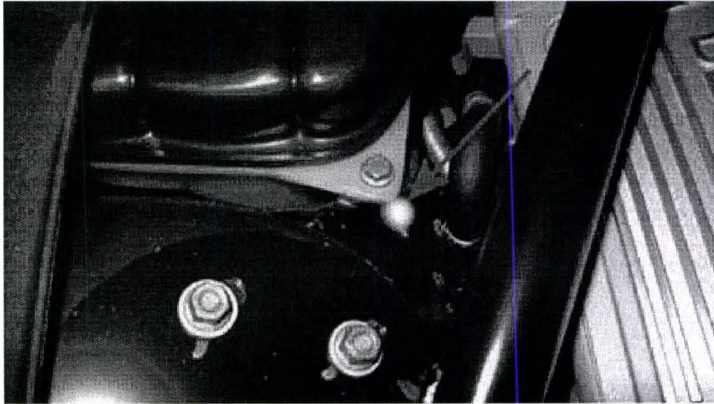


Figure 8

### Identification

White paint completion mark on the expansion tank bracket (see Figure 8)