

## Field campaign

|                 |   |
|-----------------|---|
| Topic           | Mulsanne exterior door mirror software update (SC13/03) |
| Market area     | Worldwide Bentley (1WBE)                                |
| Brand           | Bentley   |
| Transaction No. | 2033282/2   |
| 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    |

■

## Notes

Repair instructions

### 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.

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.

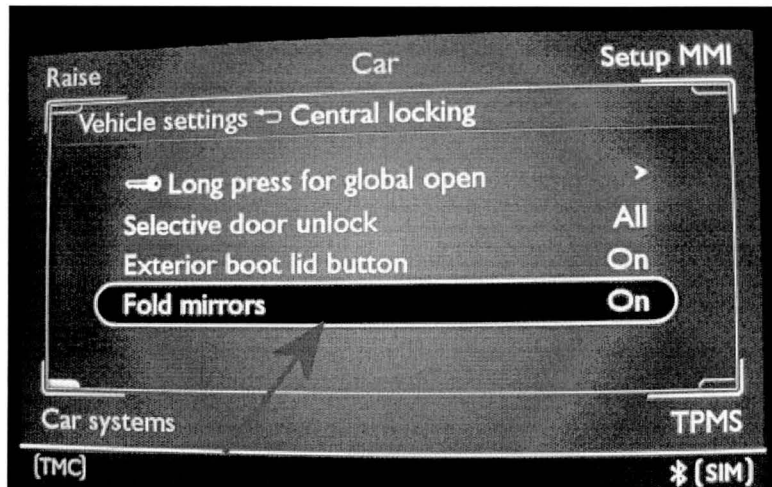


Figure 1

### 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

## Technical background

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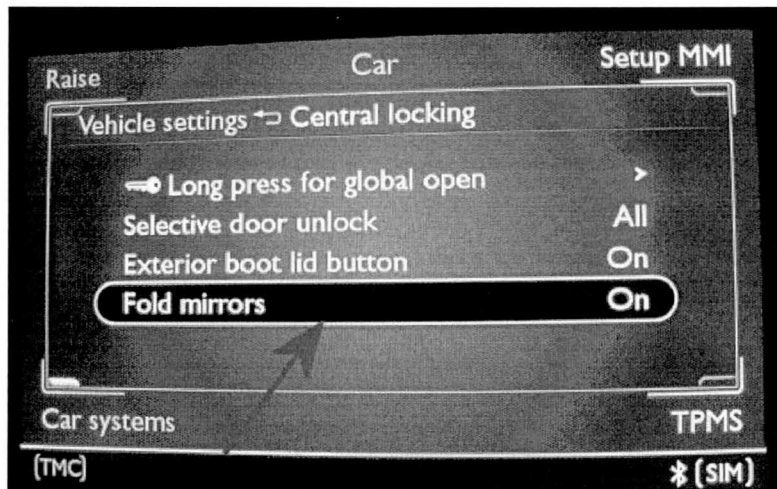


Figure 1

## 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 11) should neither be evident please carry out the required work in accordance with the instructions.

## Control

All Mulsannes after VIN SCBBA63Y1D [REDACTED] have had the additional software included at the time of production.

## Genuine parts

Not applicable

## Work

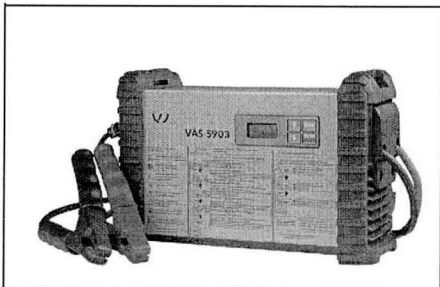
**NOTE:** The condition of the vehicle batteries must be checked before carrying out any work stated within this document. DO NOT carry out this procedure unless the batteries are in a healthy state - Refer to Maintenance manuals - Batteries to Test

Before commencing with this procedure ensure you can connect to the Internet. DO NOT use a wireless Internet connection always use a suitable Internet cable

**IMPORTANT:** Please use Offboard Diagnostic Information System Service when carrying out this procedure as detailed within the onward instructions

1. Ensure a suitable battery charger (VAS 5903 or a charger with the same specification) is correctly connected to the vehicle electrical system for the duration of this procedure - Refer to workshop manual Rep.Gr 27 – Batteries to charge

- Should an incorrect specification battery charger be used, adequate voltage may not be maintained which can cause the software update to stop whilst in progress.



2. 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)

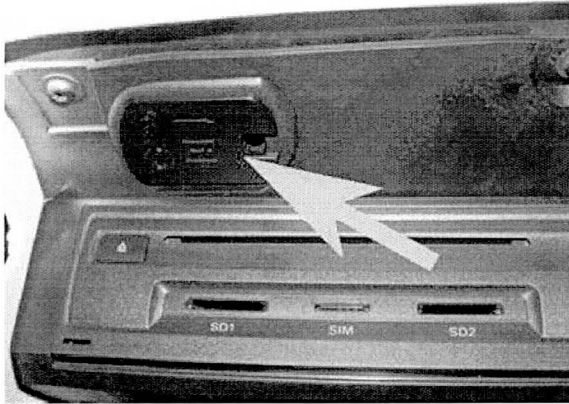


Figure 2

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

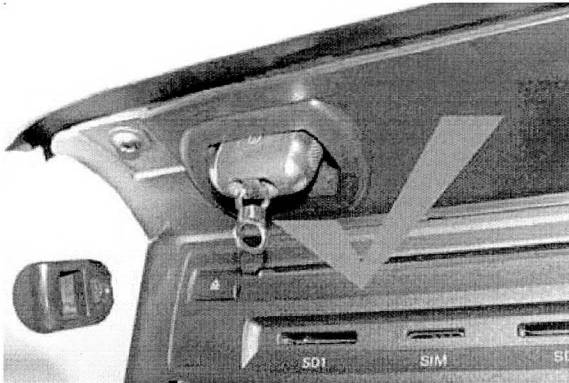


Figure 3

- 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 switch on the ignition

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

- Ensure you are connected to your on - line network - Broadband. Use a hardwire connection for software updates Bluetooth connections are not advised.

- Connect the Bentley diagnostic tool VAS 5052A or later approved equipment, to the vehicle On Board Diagnostic (OBD) socket

-From the Desktop launch the Offboard Diagnostic Information System Service by using the Diagstarter icon



-When prompted, select Offboard Diagnostic Information System and follow all on screen prompts



**CAUTION:** Please ensure that the correct level of Offboard Diagnostic Information System Service is installed the level should be 2.2.1 or higher

- Ensure the Using guided fault finding box is ticked (Figure 4) - follow all on screen prompts and allow the guided fault finding control module sweep to complete

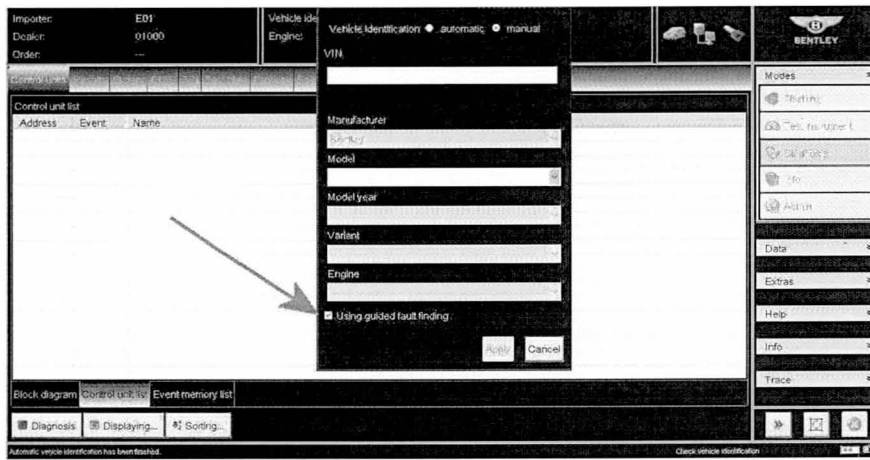


Figure 4

3. When requested to **Make a SVM Target/ Actual comparison?** Please select **No** (Figure 5)

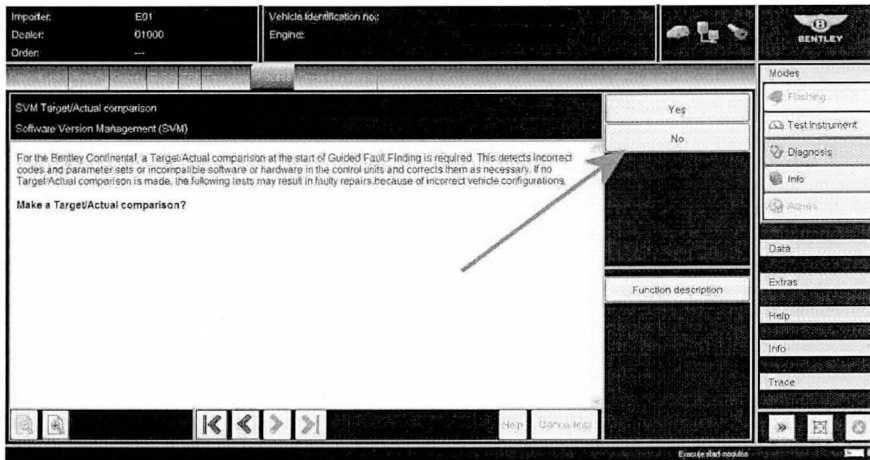


Figure 5

- Once Guided Fault Finding is complete, Select - Test plan as shown in Figure 6 point A - Select own test as shown in Figure 6 point B, (the overview of tests screen will now appear as shown in Figure 7)

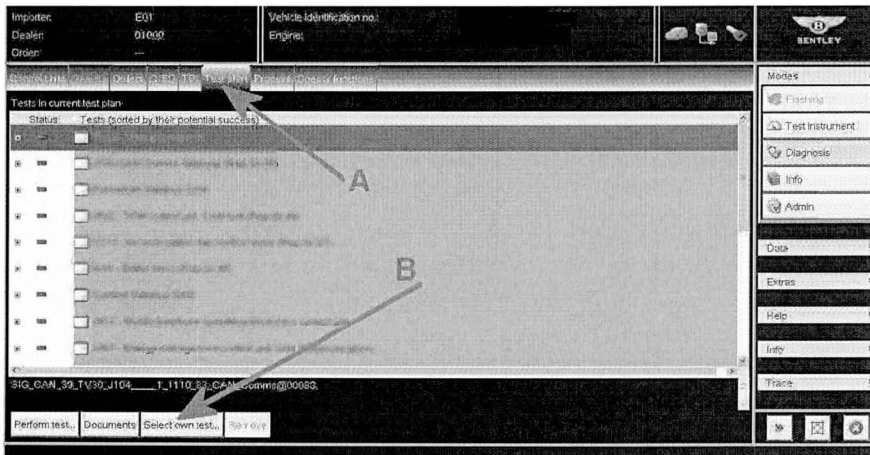


Figure 6

- Referring to Figure 7 (Overview of tests screen) select + Software Version Management (SVM) a drop down box will now appear as shown in Figure 8

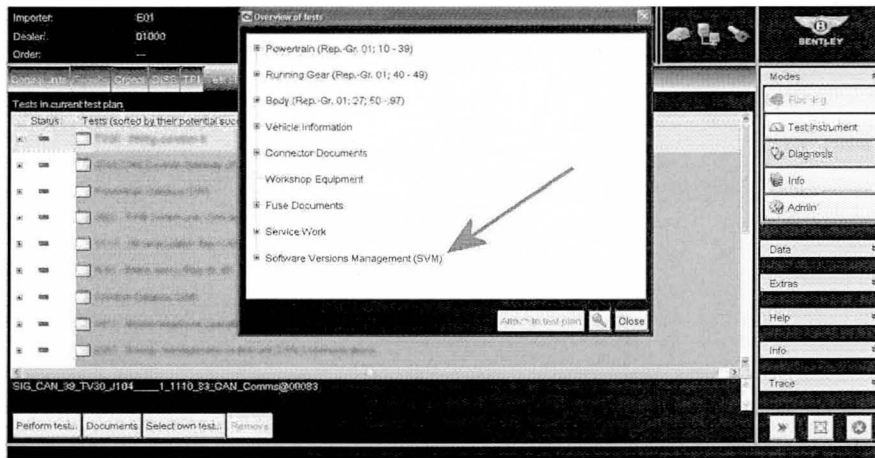


Figure 7

- Referring to Figure 8 - Select SVM - Problem related Hardware/Software Update (point A)
- Select attach test plan (point B) then select Close (point C)

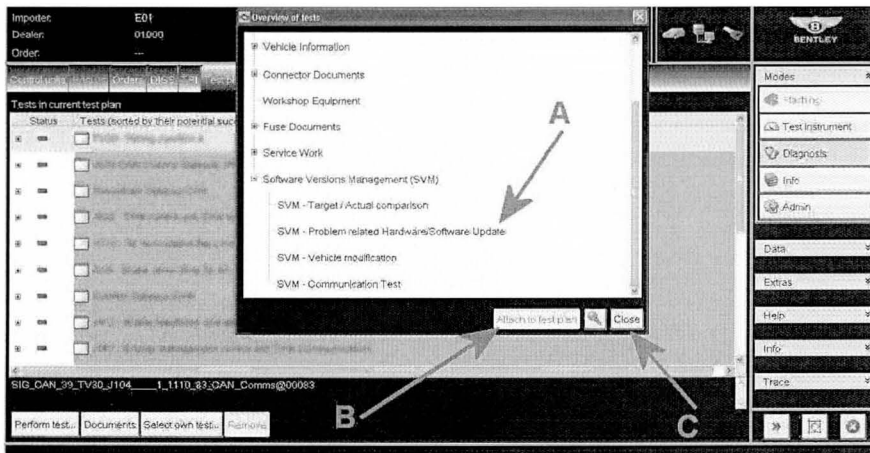


Figure 8

- Referring to Figure 9 - Ensure the Problem related Hardware/Software update is visible and highlighted as shown at Point A
- Select Perform test Point B and follow all on screen prompts

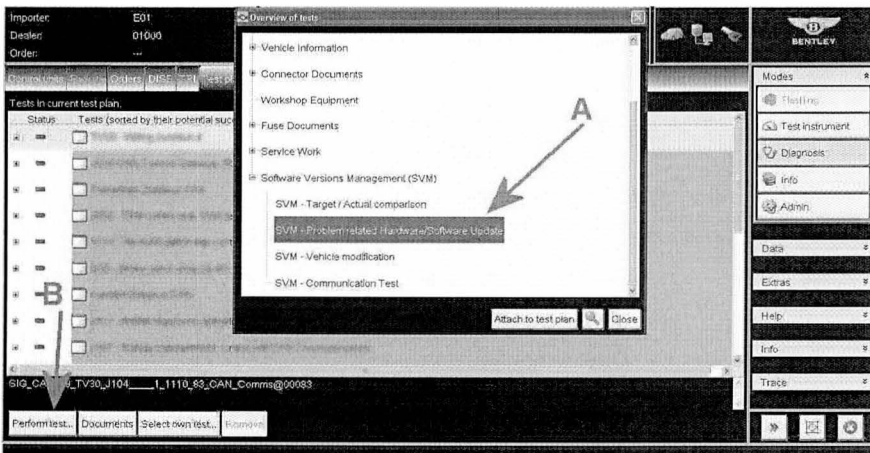


Figure 9

- 4. When prompted enter the SVM code **3Y452A0003P** as shown in Figure 10 Point A
- Select Apply - Point B

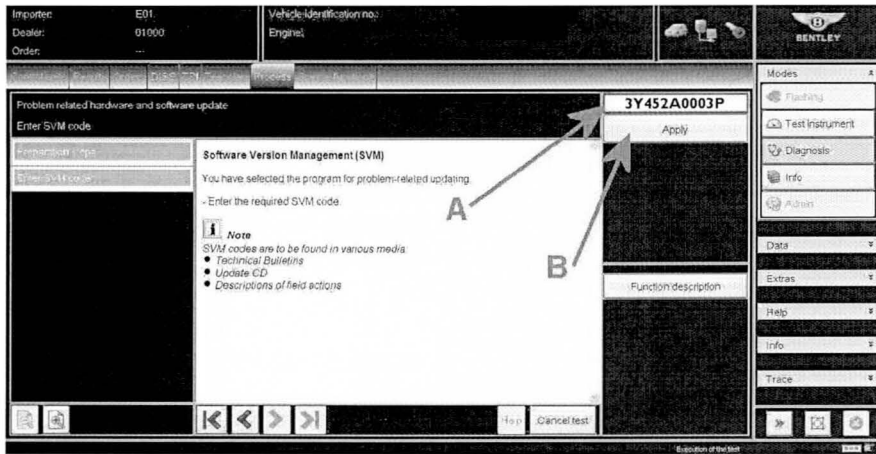


Figure 10

- 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**

5. Once complete, place a White paint completion mark on the expansion tank bracket (Figure 11)

**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

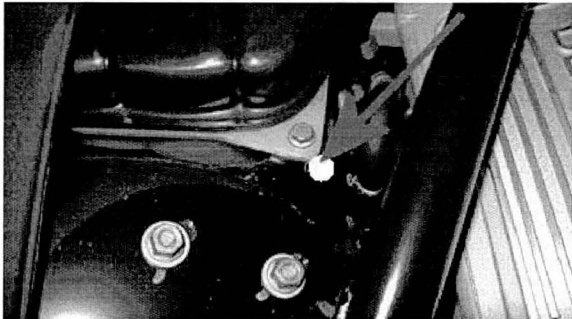


Figure 11

## Identification

White paint completion mark on the expansion tank bracket (see Figure 11)