

## Field campaign

<b>Topic</b>	Engine and Transmission software validation (ASW 09.22) (SC18/01)
<b>Market area</b>	United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2050225/1
<b>Campaign number</b>	EA97
<b>Note</b>	
<b>Type</b>	Workshop Campaign
<b>US code</b>	

## Vehicle data

### Bentayga

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SJA	AC2	ZV	4	H	C	013884	013884		
SJA	AC2	ZV	9	H	C	014402	014402		
SJA	AC2	ZV	3	H	C	013617	013617		
SJA	AC2	ZV	5	H	C	013859	013859		
SJA	AC2	ZV	9	H	C	014433	014433		

### Continental GT

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
393*	2013	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	FC7	ZA	D	D	C	082583	082583		
SCB	FC7	ZA	1	D	C	082981	082981		
SCB	FU7	ZA	X	D	C	083527	083527		

## Documents

Document name
<a href="#">master.xml</a>

## Notes

### ▪ Repair instructions

### Technical background

Software validation exercise has identified unknown/incorrect software in engine/transmission control units in eight vehicles

### Remedy

Correct engine and transmission control unit software installation

### Customer notification

Inform your customers with affected vehicles in writing about the service measure.

Make sure all affected vehicles are checked and repaired as part of the workshop visit. Write the service measure to be performed on the workshop order before the customer signs it.

If the campaign was not performed during a workshop visit, inform the customer straight away about the campaign.

Please promptly inform your new and used vehicle department, so that affected vehicles can be checked straight away and if necessary repaired.

### Warranty accounting instructions

Warranty Type	790 or 710
Labour Operation Code	01 29 00 08
Damage Service Number	EA97
Damage Code	00 66
Time	80TU
Criteria ID	01

### Genuine parts

N/A

### Parts supply

### Parts despatch control

---

## Repair instructions

### ▪ Notes

### Technical background

Software validation exercise has identified unknown/incorrect software in engine/transmission control units in eight vehicles

### Check

If the vehicle is not already listed as repaired in the "Repair history" (in ElsaPro), check for the presence of a blue campaign completion mark on the inside of the fuel filler door - Figure 7 - should neither be evident carry out the required work in accordance with these instructions.

### Genuine parts

N/A

### Work

#### Software Installation

▪

**Note: The process requires a diagnostic log recording before and after this software update, both diagnostic logs must be sent to Bentley Product Support via a DISS query**

**Note: Both Engine Control Units and Transmission Control Unit will be updated**

**Note: Generic screen shots are used to guide operator through the procedure therefore none significant detail may differ slightly dependant on vehicle type**

1. Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure.
2. Place the ignition key in the remote control key reader for Bentley and in the ignition switch barrel for GT and switch on the ignition - Figure 1.



Figure 1

3. 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.
4. From the diagnostic tool main desktop select Off board Diagnostic Information System (ODIS) —
5. Select – *Start diagnosis*.
6. Select – *Model/ Engine*.
7. Select *guided fault finding* to check and clear the vehicle of any fault codes.
8. Exit diagnostics, download and save a diagnostic log thus recording the software status pre software update
9. Again from the diagnostic tool main desktop select Offboard Diagnostic Information System (ODIS)
10. Select – *Start diagnosis*.
11. Select – *Model/ Engine*.

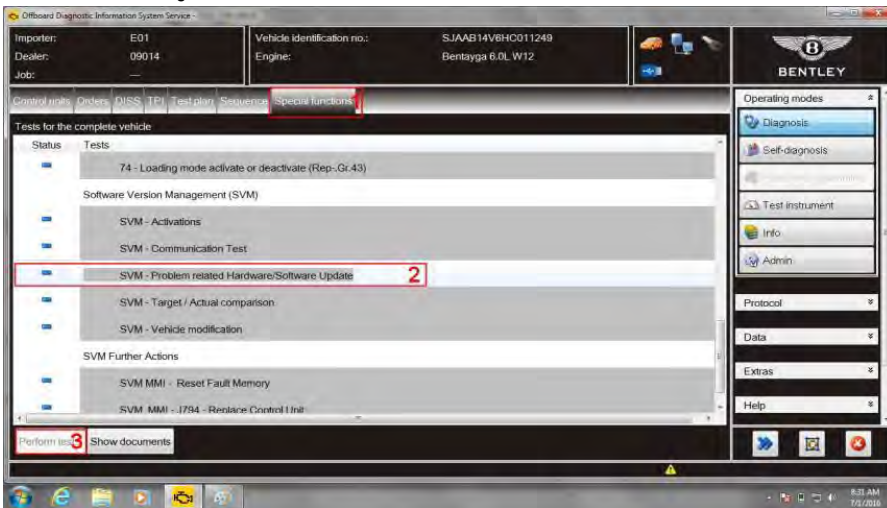


Figure 2

12. Select *Special functions* (1), Select SVM – Problem related Hardware/Software Update (2), Select *Perform test* (3) - Figure 2.



Figure 3

13. At Software Version Management (SVM) screen enter the specific SVM code 390W12PH3A for Continental GT or 4V002GBUS01 for Bentleyga and then **Adopt** - Figure 3.
14. Check you have entered the correct SVM code for the model you are working on and select **Yes**.
15. If prompted enter your global user ID and password.
16. Follow the on screen prompts to continue through the procedure, identification data will be transferred.
17. Once software that requires changing is detected, select **Done/Continue** - Figure 4.

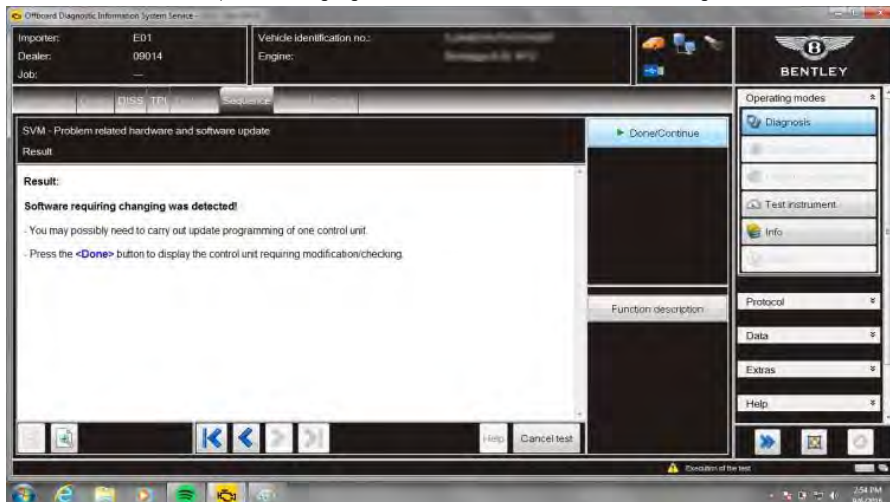


Figure 4

18. Note: Each of the two Engine Control Units will be offered for software update individually by the program. The Transmission Control Unit may also be offered for update.
19. Follow the on screen prompts, the online connection will deliver the required software to the tester.
20. Select **Yes** at **Update programming 01** to update 01 – Engine control module - Figure 5.

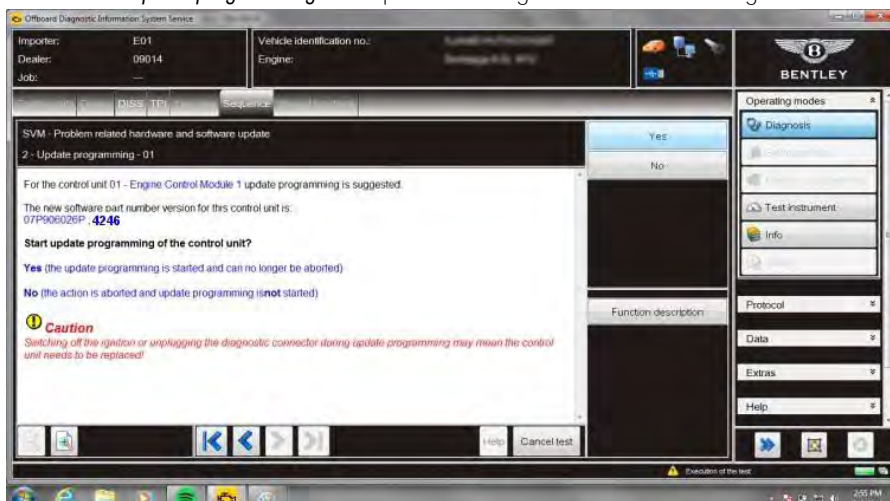


Figure 5

21. During update a progress bar will be displayed.

22. Once **Done/Continue** is selected at **software requires changing detected** screen then the next module requiring software will be presented – **Engine control unit 2**.
23. At the necessary update programming screen select **Yes** to update **11–Engine control unit 2**.
24. Select **Yes** at **2–Update programming** screen select **Yes** to update–Engine control module 2.
25. During update a progress bar will be displayed.
26. Once **Done/Continue** is selected at **software requires changing detected** screen the next module requiring software change will be presented – **Automatic gearbox control unit**.
27. At necessary update programming screen select **Yes** to update **02–Automatic gearbox control unit–J217**.
28. Select **Yes** at **2–Update programming–02** to update–Automatic gearbox control unit.
29. During update a progress bar will be displayed.
30. Once the control modules have updated an automatic SVM will take place.
31. Select **Done/Continue** at successfully complete to finalise the update - Figure 6.

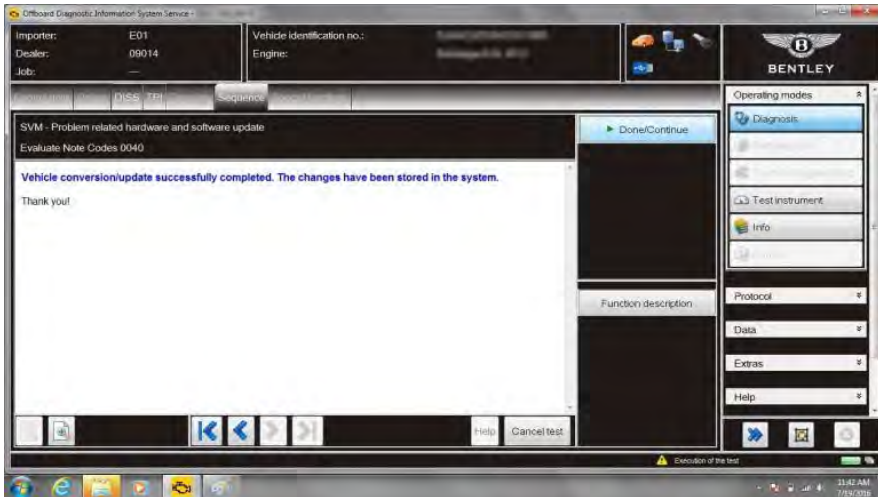


Figure 6

32. Select **Guided fault finding** to check and clear the vehicle of any fault codes generated as a result of performing this campaign.
33. Exit diagnostics, download and save a diagnostic log thus recording software status post software update
34. Raise a DISS query for the specific vehicle been worked attaching the before and after diagnostic log.

## Identification

On completion apply a blue campaign completion mark in a prominent position to the inside of fuel filler flap– Figure 7

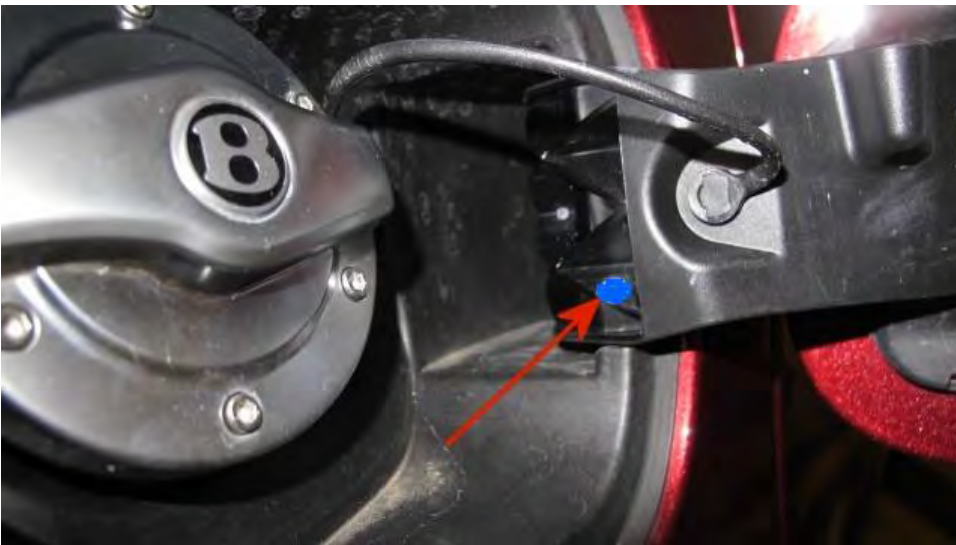


Figure 7