

Field campaign

Topic	Rear Seat Entertainment - field update 2 (SC18/02) (ASW 09.16)
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2048661/4
Campaign number	EA98
Note	
Type	Service Campaign
US code	

Vehicle data

Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4W2*	2014	E		*	*	*
4W2*	2015	E		*	*	*
4W2*	2016	E		*	*	*
4W2*	2017	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SCB	*	*	*	*	*	040001	062779		
SCB	*	*	*	*	*	077993	097155		

Documents

Document name
master.xml
tsrofflineupdate.docx

Notes

• **Repair instructions**

Technical background

On vehicles with *Rear Seat Entertainment* of a certain production period a software-related deviation can lead to various malfunctions

Remedy

All vehicles affected by this campaign require the software of the RSE control unit updating

The RSE must work correctly. If you are unable to select the option from the TSR or the unit keeps rebooting, the software update cannot be carried out. In this case firstly apply TPI 2044490

If after applying the TPI, the unit now works correctly and the control unit was not replaced then this campaign still needs to be applied

If your vehicle falls in the VIN range and you are unable to complete the software update due to a failure of the unit or a replacement unit has been fitted, please submit a warranty claim as per the *Warranty accounting instructions* section of this campaign so that we can remove the VIN from our records

Customer notification

Please notify customers who have taken delivery of one of the affected vehicles when the vehicles are next in the workshop

Please ensure that all affected vehicles are checked and updated during the next service visit. Make a note of the required service campaign on the workshop order before it is signed by the customer.

If it is omitted to perform the required work during a workshop visit, notify the customer about the service campaign immediately

You should also pass on this information to your new and used car sales departments so that the vehicles affected are checked and, if necessary, updated immediately

Warranty accounting instructions

Software updated

Warranty Type	790 or 710
Labour Operation Code	91 04 25 00
Damage Service Number	EA98
Damage Code	00 66
Criteria ID	01
Time	100 TU

Unable to complete software update

Warranty Type	790 or 710
Labour Operation Code	91 04 25 00
Damage Service Number	EA98
Damage Code	00 66
Criteria ID	01
Time	10 TU

Additional time to be claimed only if attached document 'tsrofflineupdate.docx' has to be performed

Warranty Type	790 or 710
Labour Operation Code	91 65 25 00
Damage Service Number	EA98
Damage Code	00 66
Criteria ID	01
Time	60 TU

In the event that additional work is required to the RSE system to regain full functionality and the vehicle is outside of the Manufacturers Warranty timeframe, the customer will be eligible to pay for the repair prior to the Service Campaign being conducted

Only the cost of the Service campaign is covered by Bentley Motors

Genuine parts

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

Parts supply

Description	Part number	Quantity	NOTE
USB connection lead	3Z0051510A	1	This lead is part of previous campaign kit for SC15/09 therefore only order a replacement if required
USB Memory stick	WT10473	1	This USB memory stick was automatically issued at the launch of SC18/02 therefore only order a replacement if required
USB Memory stick	WT10337	1	This USB memory stick is part of previous campaign SC15/09 therefore only order a replacement if required
USB to micro USB lead	WT10335	1	This lead is part of previous campaign SC15/09 therefore only order a replacement if required

Parts despatch control

Repair instructions

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Technical background

On vehicles with *Rear Seat Entertainment* of a certain production period a software-related deviation can lead to various malfunctions

Check

If the vehicle is not already listed as repaired in the "Repair history" (Elsa pro), check for the presence of a yellow completion spot on the left hand side floor pan (Figure 15), should neither be evident carry out the required work in accordance with these instructions

Genuine parts

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

Work

The following procedure delivers a software change to the electronic control units that make up the Rear Seat Infotainment System (RSE)

- **Please Note: The procedure does not and must not be used in an attempt to rectify RSE system faults**
- **A fault free fully functioning RSE system is a prerequisite for applying this campaign. Therefore the system must be tested and any faults found in the RSE system MUST be rectified before applying this procedure**
- **If there are any Diagnostic Trouble Codes present in Information Control Unit 2 (7F) - do NOT attempt the procedure until they have been resolved**

The software is introduced to the modules that make up the system via:

The Media Device Interface (MDI)

The process is initiated via Bentley diagnostic tool (VAS 6150C or similar) using a hard wire connection to the vehicle OBD socket

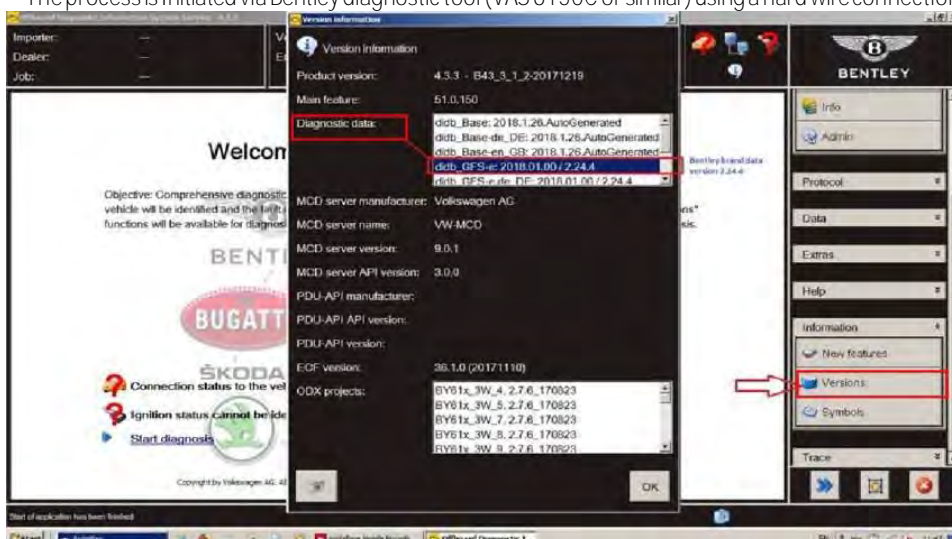


Figure 1a

Your Bentley diagnostic tester must be loaded with Bentley Brand Diagnostic Data Version (didb version) 2.24.4 or higher to perform this campaign (see Figure 1a)

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

1. Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket NOTE: The use of a hardwire connection between the diagnostic tool and the OBD socket is recommended for this procedure
2. From the diagnostic tool main desktop select Off board Diagnostic Information System
3. Switch on ignition using the ignition key
4. Select–Start diagnosis
5. Select Model/Engine
6. Using **guided fault finding** check and clear the vehicle of any fault codes (see Figure 2). NOTE: At this point when requested to **Make a Target/Actual comparison** do not perform this action select No



Figure 2

7. Using the TSR switch on both RSE screens

8. Within Control units – Select (single touch) **7F Information Control Unit 2** – Reveal drop down menu (extended touch and release), Select **Guided functions** (see Figure 3)

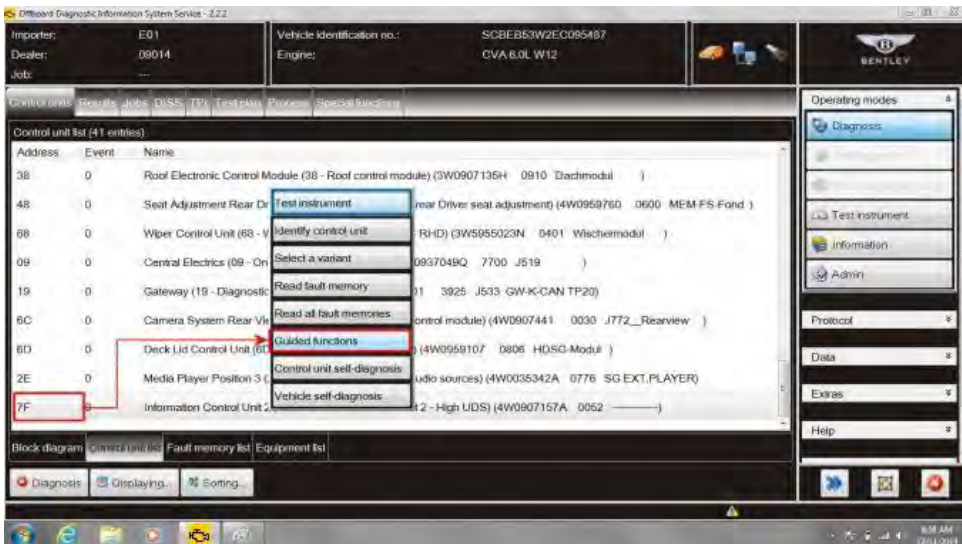


Figure 3

9. Within Control units, Information Control Unit 2, Select **Replace control module** and then **Execute** (see Figure 4)

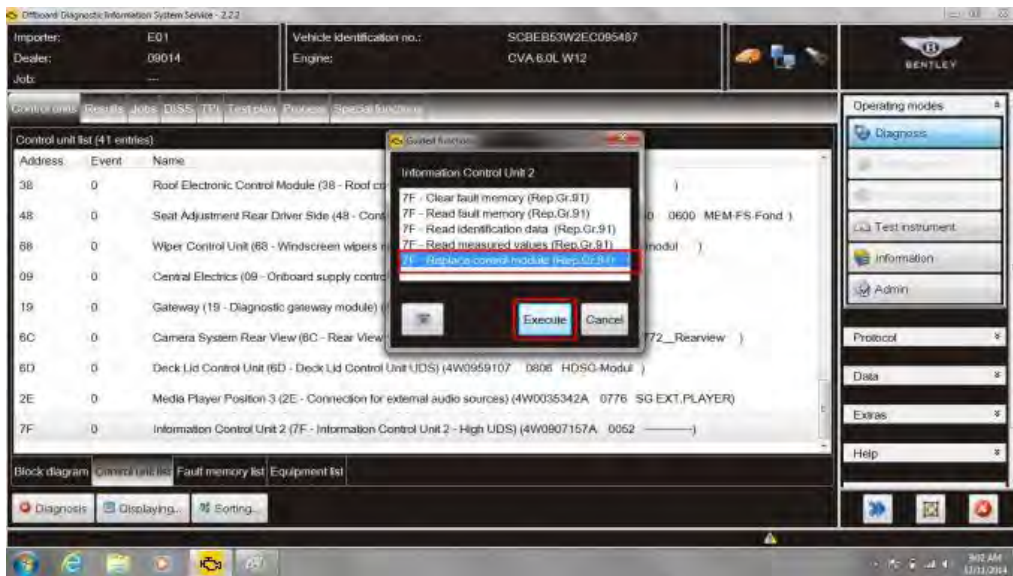


Figure 4

10. Select Yes at **Introduction** screen (see Figure 5)

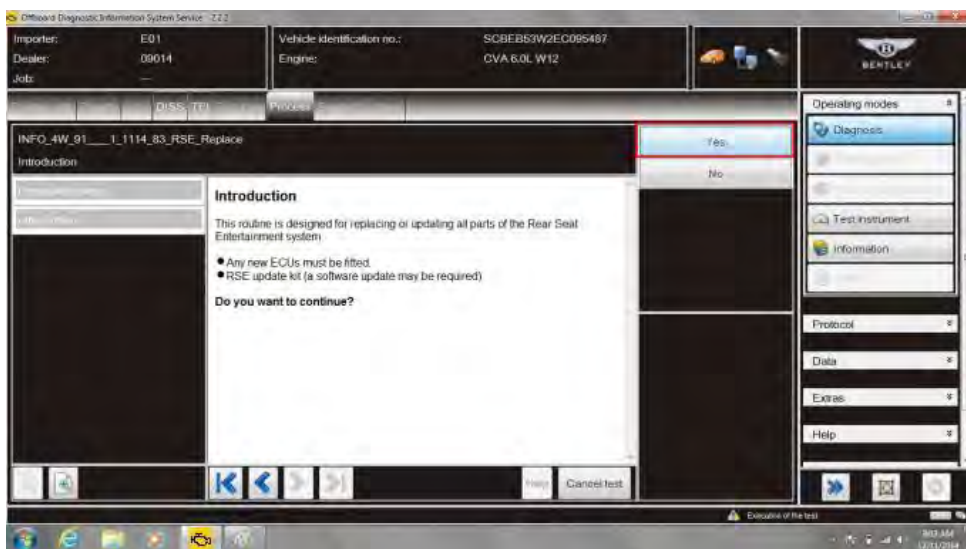


Figure 5

11. If prompted enter your global user ID and password – follow screen prompts, SVM will take place

12. The component parts of the system will be checked the return screen will display the description of the parts requiring software, select Continue (see Figure 6). NOTE: If the Touch Screen Remote (TSR) is also displayed as requiring offline updates then you must carry out additional operations once you reach point B in this procedure

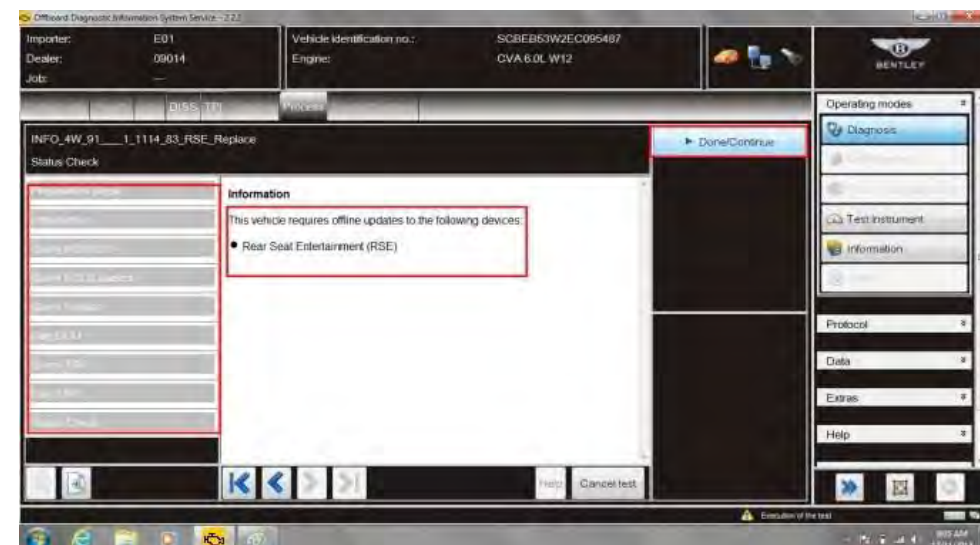


Figure 6

13. As requested connect the USB cable (part number 3Z0051510A) to the memory stick (part number WT10473) and connect that assembly to the MD1 unit (Control unit 2 for Information Electronics) located in the glove box. Once connected select Continue (see Figure 7) once connected the updates should begin within 5 seconds

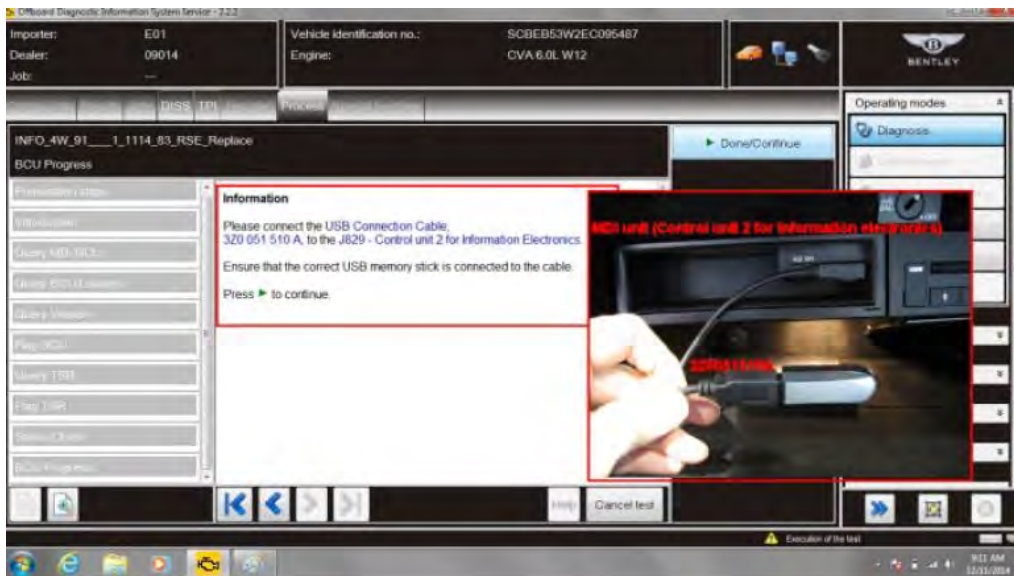


Figure 7

14. At this stage the RSE screens are displaying *BentleyRSESystemUpdate* as shown in Figure 8, the update will start as indicated in the RSE screens

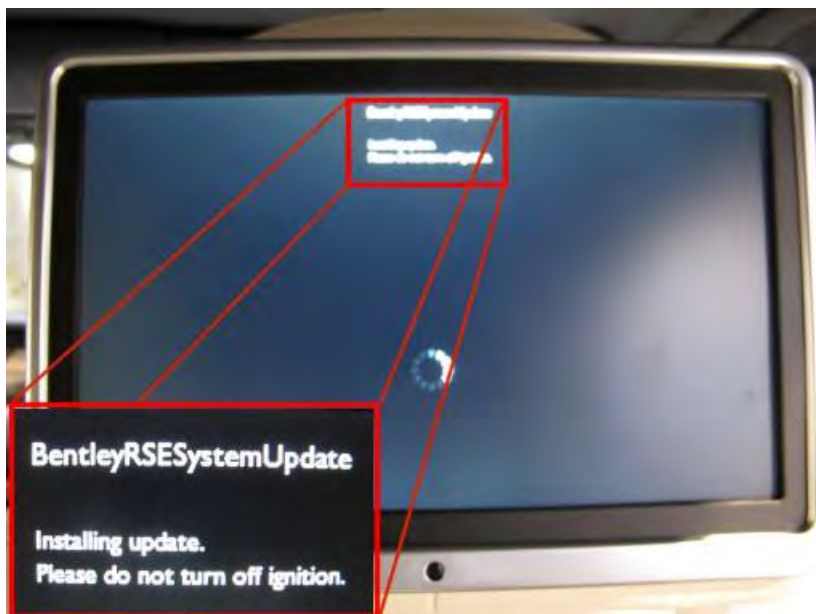


Figure 8

15. The process screen will display progress. This section of the download will take up to 20 minutes. When the *Overall status* shows *Update Succeeded* select Continue (see Figure 9)

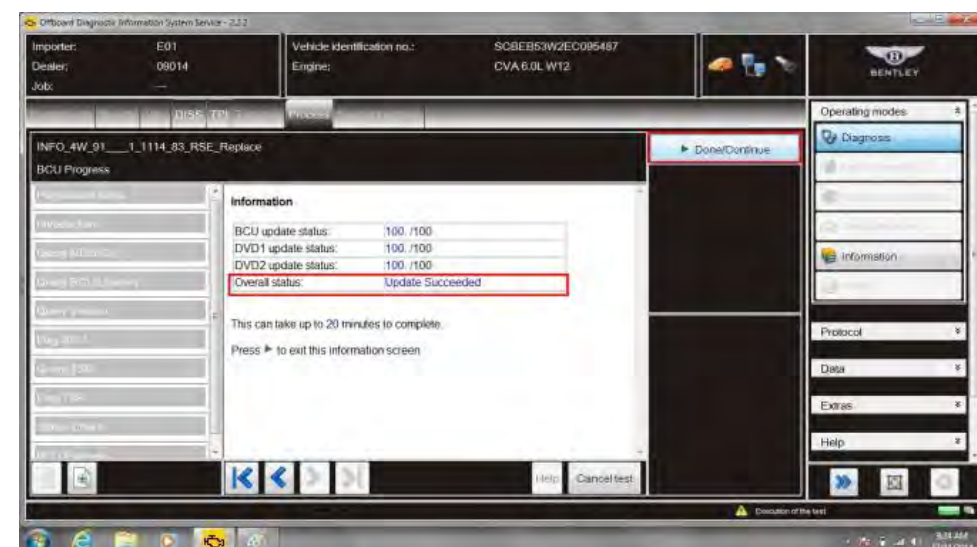


Figure 9

16. Unplug the USB cable (part number 3Z0051510A) and memory stick from the MDI unit (Control unit 2 for Information Electronics). Note: Both the cable and memory stick must be removed, it is not sufficient to remove just the memory stick

17. NOTE: the rear screens will remain blank, after 2 minutes perform an ignition off on cycle



Figure 10

18. Once the RSE icon is visible on the TSR switch both screens on (See Figure 10)

Point B Note: For vehicles that also displayed Touch Screen Remote (TSR) requiring offline updates in operation 11 then you must carry out additional operations contained in attached document '[tsrofflineupdate.docx](#)' before continuing from operation 18

19. A second **Replace control module** routine for 7F must be performed, Within Control units—Select (single touch) **7F Information Control Unit 2**—Reveal drop down menu (extended touch and release), Select **Guided functions** (see Figure 11)

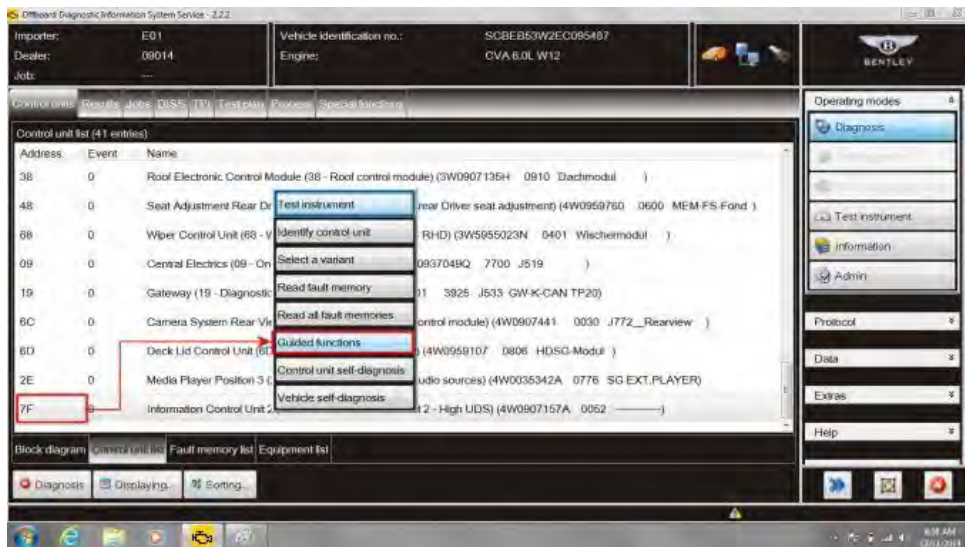


Figure 11

20. Within Control units, Information Control Unit 2, Select **Replace control module** and then **Execute** (see Figure 12)

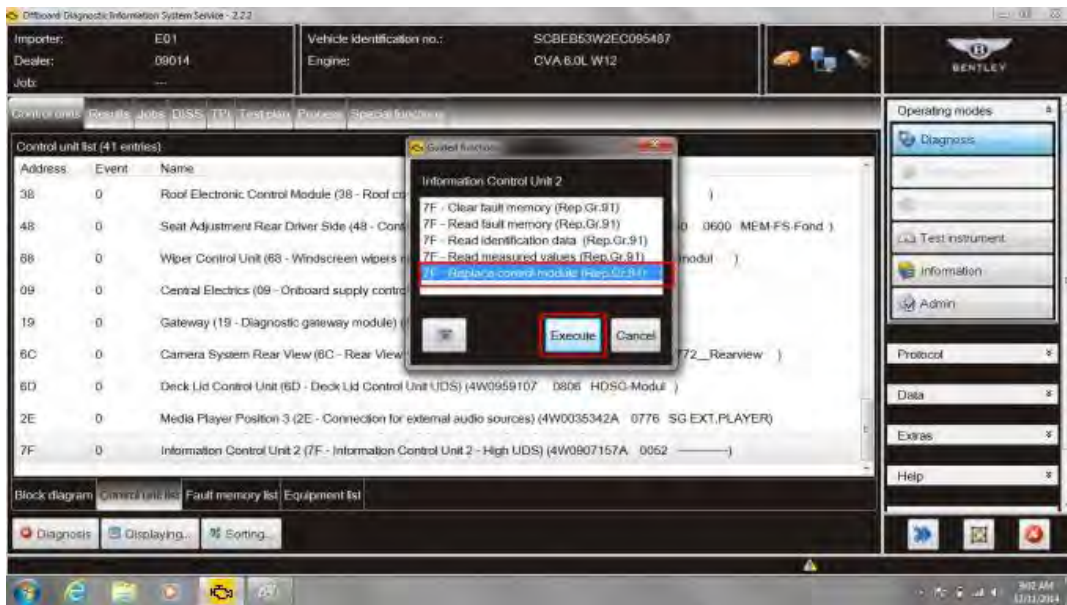


Figure 12

21. Select Yes at **Introduction** screen (see Figure 13)

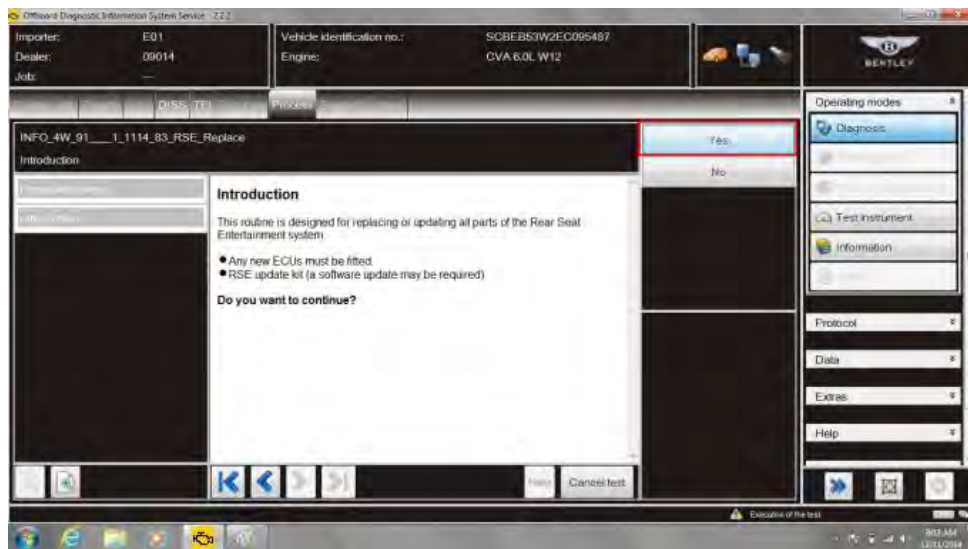


Figure 13

22. This time running the replace control module test will have returned no parts requiring update and will automatically proceed to code the RSE, coding will be detected, please then follow screen prompts performing ignition cycle when requested to perform the coding procedure to completion. An automatic SVM will take place during this procedure

23. Exit diagnostics and disconnect from vehicle

24. **Hint:** The additional function Output audio to car may be set to off in the settings menu check the tick box to enable this function (see Figure 14)



Figure 14

Identification

The presence of a yellow completion spot on the left hand side floor pan identifies this campaign has been performed (Figure 15)



Figure 15

▪ [Repair instructions](#) ▪ [Notes](#)

Field campaign

Technical background 2

Additional work required when Touch Screen Remote (TSR) is identified as requiring offline update whilst applying Rear Seat Entertainment – field update 2 (SC18/02) to a vehicle

Genuine parts

The required replacement parts should be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

Notes

Remedy

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Customer notification

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Warranty accounting instruction

Please fill in the section.

Parts supply

Owner literature: RSE DVD Owner Guide. One market specific Disc will be required for each car. These parts are not included in the above kit and should therefore be ordered as required for specific cars/regions

TSD No.	Description	Language
TSD B10970	RSE DVD Owner Guide-Version 2	English-UK

TSD B10971	RSE DVD Owner Guide-Version 2	English US
TSD B10973	RSE DVD Owner Guide-Version 2	French
TSD B10974	RSE DVD Owner Guide-Version 2	German
TSD B10975	RSE DVD Owner Guide-Version 2	Spanish
TSD B10976	RSE DVD Owner Guide-Version 2	Italian
TSD B10977	RSE DVD Owner Guide-Version 2	Japanese
TSD B10978	RSE DVD Owner Guide-Version 2	Canadian French
TSD B10979	RSE DVD Owner Guide-Version 2	Arabic
TSD B10980	RSE DVD Owner Guide-Version 2	Chinese
TSD B10982	RSE DVD Owner Guide-Version 2	Mexican Spanish
TSD B10983	RSE DVD Owner Guide-Version 2	Ukrainian
TSD B10984	RSE DVD Owner Guide-Version 2	S/Korean
TSD B10985	RSE DVD Owner Guide-Version 2	Russian
TSD B10986	RSE DVD Owner Guide-Version 2	Greek
TSD B10987	RSE DVD Owner Guide-Version 2	Turkish
TSD B10988	RSE DVD Owner Guide-Version 2	Latvian
TSD B10989	RSE DVD Owner Guide-Version 2	(BR) Portuguese
TSD B10990	RSE DVD Owner Guide-Version 2	Romanian
TSD B10991	RSE DVD Owner Guide-Version 2	Taiwan
TSD B10992	RSE DVD Owner Guide-Version 2	Czech
TSD B10993	RSE DVD Owner Guide-Version 2	Polish
TSD B10994	RSE DVD Owner Guide-Version 2	Azerbaijani

Parts despatch control

Repair instructions

Check

Please fill in the section.

Control

Section may remain blank.

Tools

Section may remain blank.

Work

NOTE: It is essential that 2 minutes has elapsed before the TSR is ejected from the cradle

1. Eject the TSR from the cradle

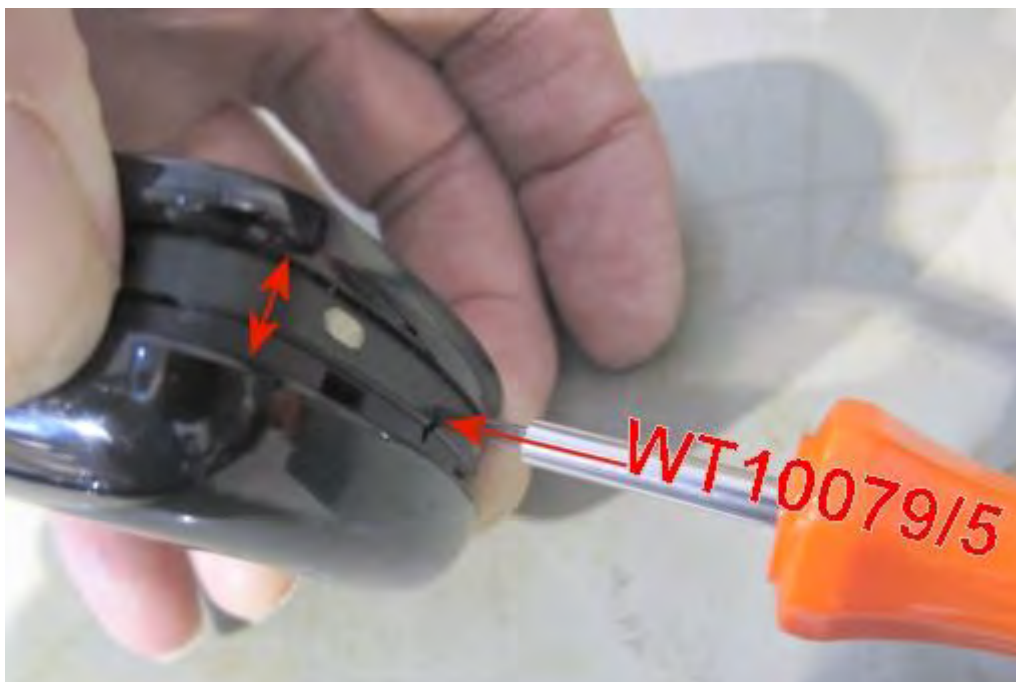


Figure 9

2. Remove the back from the TSR. Using a suitable tool depress the securing latch (WT10079/5 is suitable) whilst pulling the back off the unit (see Figure 9)



Figure 10

3. With the back removed from the TSR remove the tape covering the micro USB port (see Figure 10)

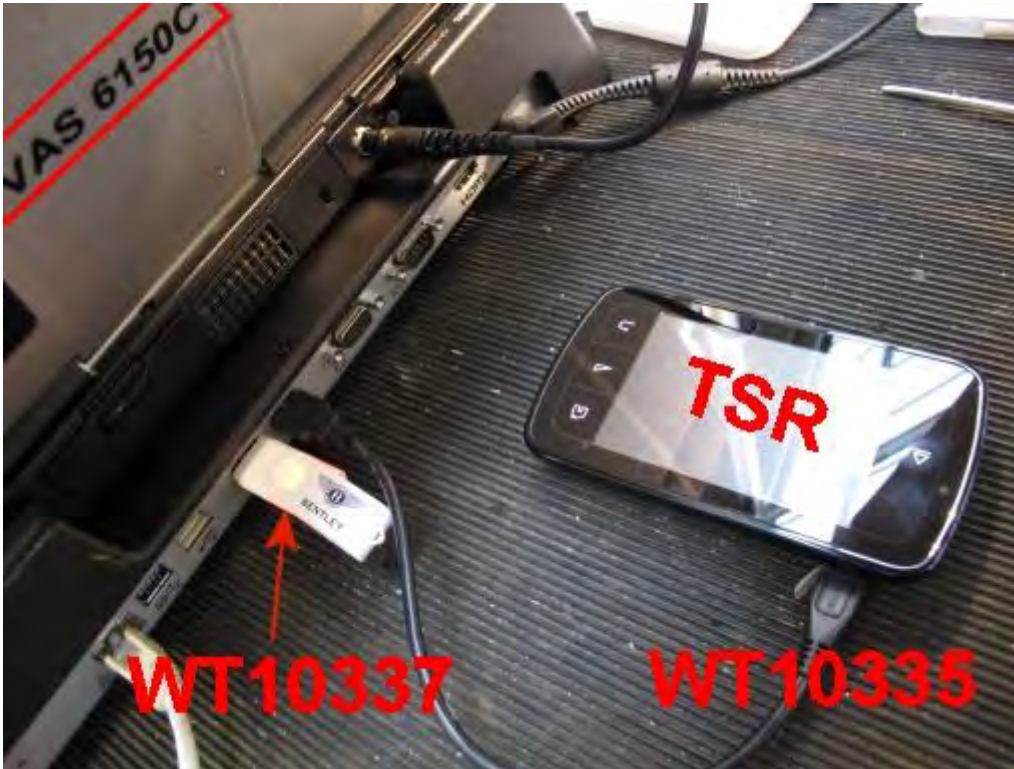


Figure 11

4. Connect the TSR to the Bentley diagnostic tool (VAS 6150C or similar) using USB cable (part number WT10335). (See Figure 11)
5. Insert the USB memory stick (part number WT10337) into a spare port on the Bentley diagnostic tool (VAS 6150C or similar). (See Figure 11)

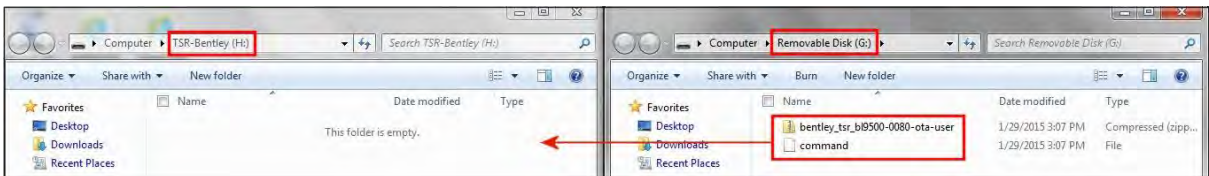


Figure 12a

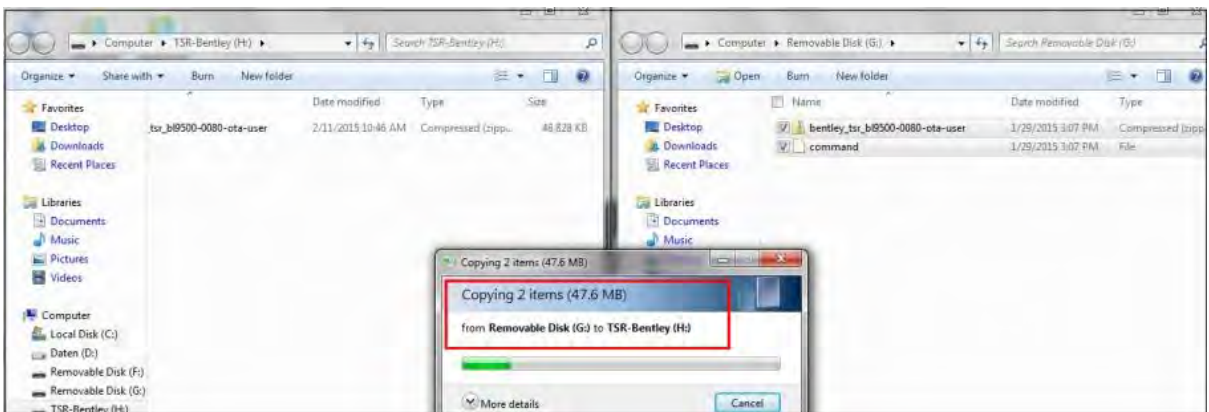


Figure 12b

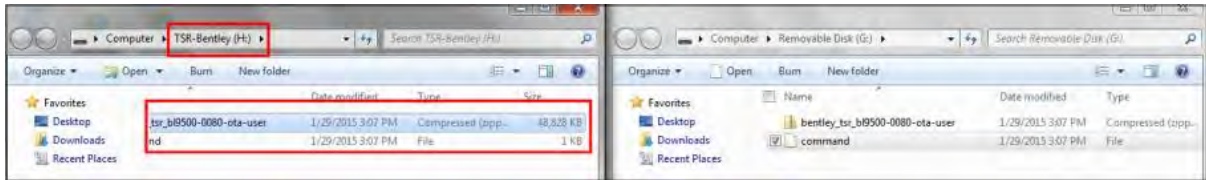


Figure 12c

6. The Bentley diagnostic tool will display two *AutoPlay* windows, one for the memory stick and one for TSR-Bentley. Select *Open folder to view files* on both windows. Arrange the two open folders side by side on the *Desktop* in preparation to transfer files.
7. The memory stick (Removable Disk (?)) contains two files these two files require transferring to the TSR-Bentley. Transfer the two files, *drag and drop*, from the *Removable Disk (?)* to the *TSR-Bentley (?)*. (See Figure 12a,b and c)
8. Once transfer has taken place close down the two windows using the *Safely Remove Hardware and Eject Media Function*
9. Refit the tape over the micro USB port and refit the back onto the TSR. Avoid touching the *Cancel* button that will be displayed on the TSR (see Figure 13)



Figure 13

10. Once the TSR update is recognised as indicated on the TSR screen *Place device in the cradle to start update*. NOTE: When refitting the TSR into the cradle avoid touching the *Cancel* button (see Figure 13). If *Cancel* is inadvertently initiated then the process will have to be restarted from operation 2.



Figure 14

11. The TSR update will now take place as depicted on the TSR screen (see Figure 14)



Figure 15

12. On completion the Bentley wings will be displayed for 3 minutes after which the TSR will undock and redock followed by the pairing of the TSR screen. Select *OK* (see Figure 15)

13. Perform an ignition off on cycle



Figure 16a

14. Switching on the RSE will now display the additional, online, icons. Figure 16a shows this updated system screen containing amongst others the E-mail icon



Figure 16b

15. Figure 16b for reference shows the screen displayed on RSE systems that have yet to receive this update and therefore do not display any online icons. Car displaying this screen require this Rear Seat Entertainment - field update

16. Remove and discard the original Owner literature, RSE DVD Owner Guide, and fit the new, regional specific, RSE DVD Owner Guide. See *parts supply* above

17. Return to main document and continue from operation 18

Identification

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Sample letter

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Questions and answers

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