

Technical product information

Topic	Telephone echo - Using hands free
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2054743/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> telephone mode	noise, vibration	
information, navigation, communication, entertainment -> telephone mode -> select telephone mode (TEL)	functionality -> without function / defect	

Vehicle data

Flying Spur - Continental GT and Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
39*	2014	E		*	*	*
39*	2015	E		*	*	*
39*	2016	E		*	*	*
39*	2017	E		*	*	*
4W2*	2014	E		*	*	*
4W2*	2015	E		*	*	*
4W2*	2016	E		*	*	*
4W2*	2017	E		*	*	*

Documents

Document name
master.xml



Customer statement / workshop findings

Telephone echo sound when making a call on handsfree

Technical background

The issue can occur when a Naim amplifier has been replaced by a Blaupunkt amplifier with any of the following Part numbers

- 4W0 035 466A
- 4W0 035 466B
- 4W0 035 466C

NOTE: Only the replacement Blaupunkt amplifier should have the instructions within the Measure section applied

Software update required to the telephone control unit

Production change

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Measure

1) Connect a suitable battery charger to the vehicle – Refer to Repair manual Rep.Gr 27

- Switch on the ignition
- Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket. NOTE: The process is Initiated using a hard wire connection to the vehicle OBD socket, **Bluetooth connections should not be used under any circumstances**
- Your Bentley diagnostic tester must be loaded with latest version of the Bentley Brand Diagnostic Data
- From the diagnostic tool main desktop select the Off Board Diagnostic Information System 
- Select – Start diagnosis
- Select – Model/ Engine
- Carry out a full Guided Fault Finding sweep (GFF) of all Control units NOTE: Prior to conducting the update ensure the telephone control unit has no DTC's evident

2) Referring to Figure 1 - Within the Special functions tab (1) select SVM – Problem related Hardware/Software update (2) then select *Perform test* (3)



Figure 1

3) Referring to Figure 2 (Point A) apply the SVM update code, ensuring the correct code is applied for the applicable vehicle type

Flying Spur	4W0477REPLACE01
Continental GT and Continental GTC	390477REPLACE01

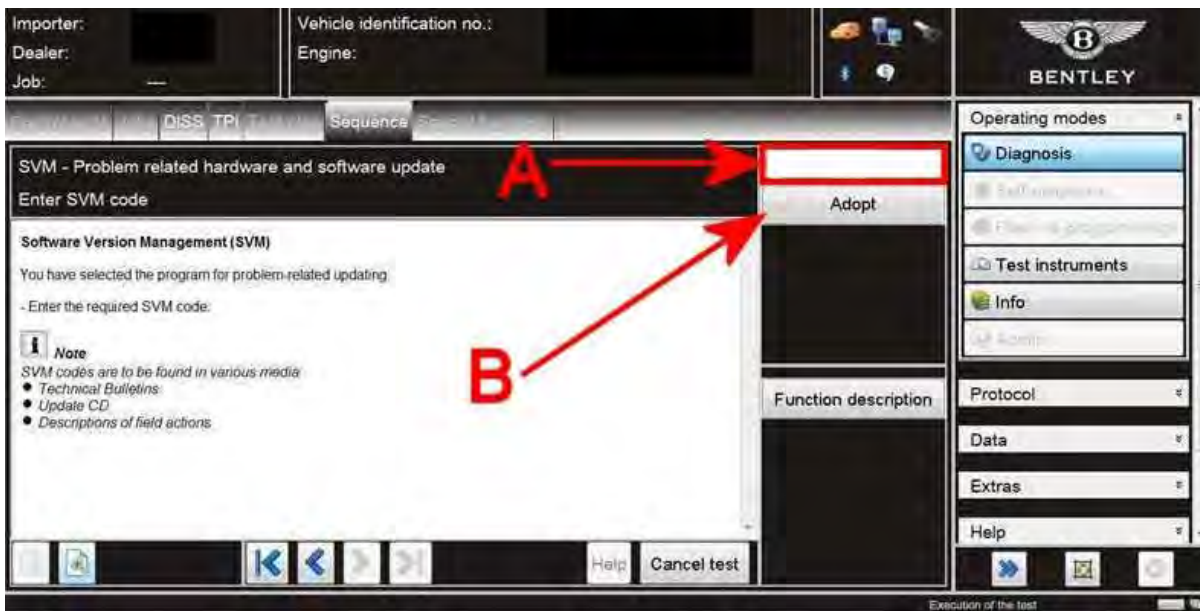


Figure 2

- Select Adopt (Point B)

4) Follow all onscreen prompts until the update is complete