

Field campaign

Topic	Mulsanne - Infotainment unit software update (SC19/13)
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2053745/1
Campaign number	EB27
Note	
Type	
US code	

Vehicle data

Mulsanne

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y*	2016	E		*	*	*
3Y*	2017	E		*	*	*
3Y*	2018	E		*	*	*
3Y*	2019	E		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
*	*	*	*	*	*	002069	004502		

Documents

Document name
master.xml



Notes

▪ Repair instructions

Technical background

On all affected Mulsanne vehicles the software in the Infotainment control unit needs to be updated to improve the access protection.

Remedy

On all affected vehicles the software of the Infotainment control unit must be updated.

Customer notification

Customers do not need to be informed directly of this campaign. Please ensure that all affected vehicles are checked and repaired during a service visit. You should also inform your new and used car sales departments so that the vehicles affected can be checked, and if necessary repaired immediately and not just prior to sale.

Warranty accounting instructions

Warrantytype	710 or 790
Labour operation code	01 29 00 05
Damage Service Number	EB27
Damage code	00 66
Time	50 TU
Criteria ID	01

Genuine parts

Part number	Description	Build Region	Quantity	Note
WT 10540	SD card	<ul style="list-style-type: none">EuropeRowNAR	1	The SD card cannot be ordered through the parts system. The SD card required for the programming is produced at your retailer.
WT 10539	SD card	<ul style="list-style-type: none">ChinaHong KongMacauJapanKoreaTaiwan	1	The SD card cannot be ordered through the parts system. The SD card required for the programming is produced at your retailer.

Parts supply

Not applicable.

Parts despatch control

Not applicable.

Repair instructions

▪ Notes

Technical background

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Check

If the vehicle is not already listed as repaired in the 'Repair history' section of ElsaPro, check for the presence of the campaign identification mark as shown in the 'Identification' section of this document. In the event that the campaign has not been applied, please carry out the required work in accordance with these instructions.

Genuine parts

Part number	Description	Build Region	Quantity	Note
WT 10540	SD card	<ul style="list-style-type: none">EuropeRowNAR	1	The SD card cannot be ordered through the parts system. The SD card required for the programming is produced at your retailer.
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Work

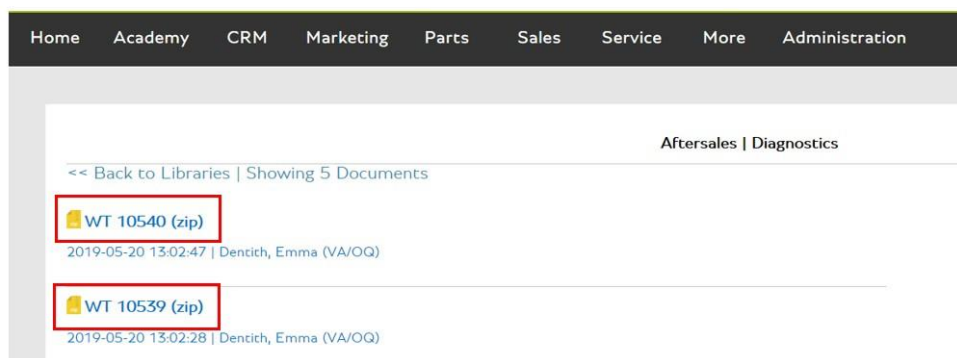
Downloading the software:

The software requires downloading from Bentley Hub. Download the correct software for the build region of your vehicle using the table in the [Genuine Parts](#) section of this document. Follow the onward instructions for downloading the software to a blank SD card, we recommend a commercially available SD card in:

- Full format (no micro SD card in adapter)
- At least 32 GB memory
- Performance at least class 10

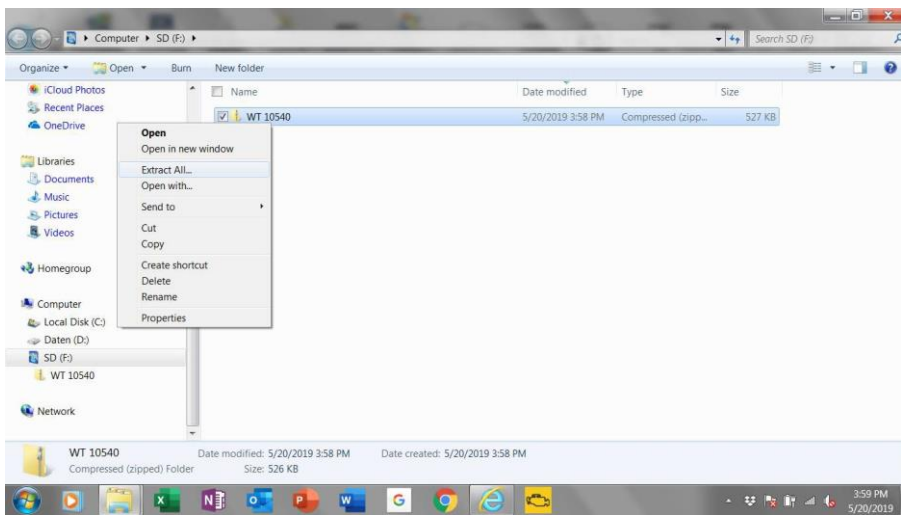
1. Locate the correct file for the build region of the vehicle on Bentley Hub in the 'Aftersales - Diagnostics' section. The file will be labelled as the part number referred to in the [Genuine Parts](#) section of this document.

Bentley Motors Limited.
Pyms Lane, CW1 3PL Crewe

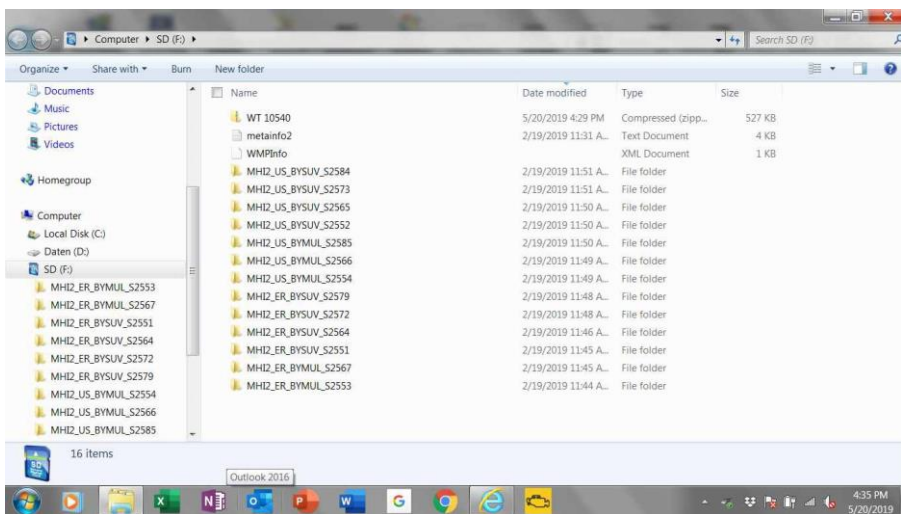


2. Save the zip file to your blank SD card.

3. Rightclick on the zip file and select 'extract', select your SD card as the location for saving the files.



4. All software files will now be visible as below.



5. Label the SD card with the Part number stated in the [Genuine Parts](#) section on this document. The SD card can then be re-used for all relevant vehicles in this campaign.

Updating software:

General information for the reprogramming:

- *The closed-circuit voltage of the vehicle must be at least 12.5 V during the reprogramming. Connect the battery of the vehicle to an external power supply. For further information see the Maintenance manual*
- *During the reprogramming switch off all unnecessary consumers (ventilation, seat heater, inside light)*
- *Because of the highest transmission stability we recommend the use of the diagnosis interface VAS 6154 (WiFi diagnostic tool) only in the USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode*

Pre-requisites

Switch on the ignition.

- Put the selector lever in position P
- Switch on the hazard warning lamps

The following update procedure takes place via the MIB unit using the relevant SD card.

1. Fit the SD card in SD1 slot of the MIB, located in the glove box (see Figure 1).



Figure 1

2. Navigate to the main menu screen (Figure 2) by pressing the home button.

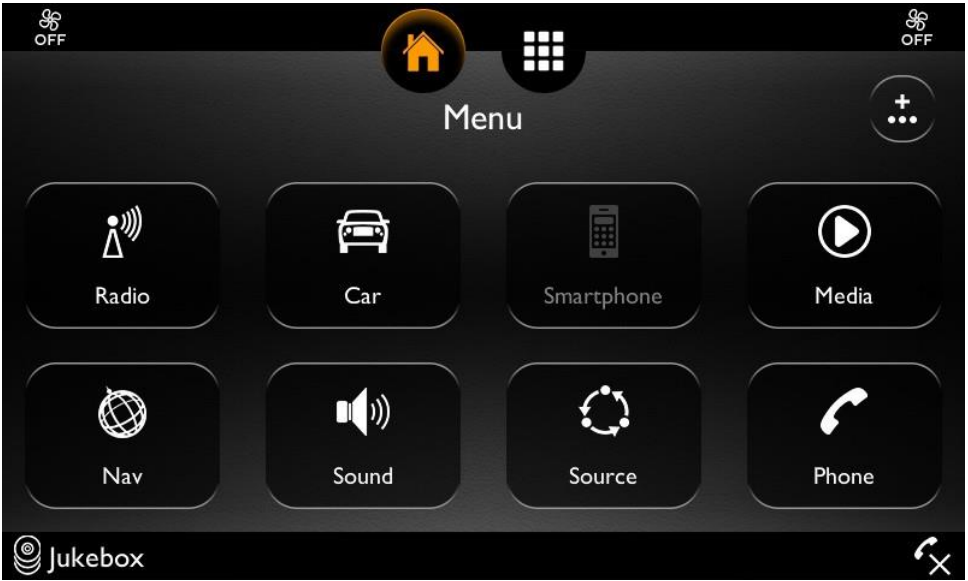


Figure 2

3. Press and hold the Return button (1) first and then immediately press and hold the MEDIA button (2) on the infotainment unit (Figure 3), keep both buttons pressed until the *Developer menu (SWDL)* screen is displayed (Figure 4).



Figure 3

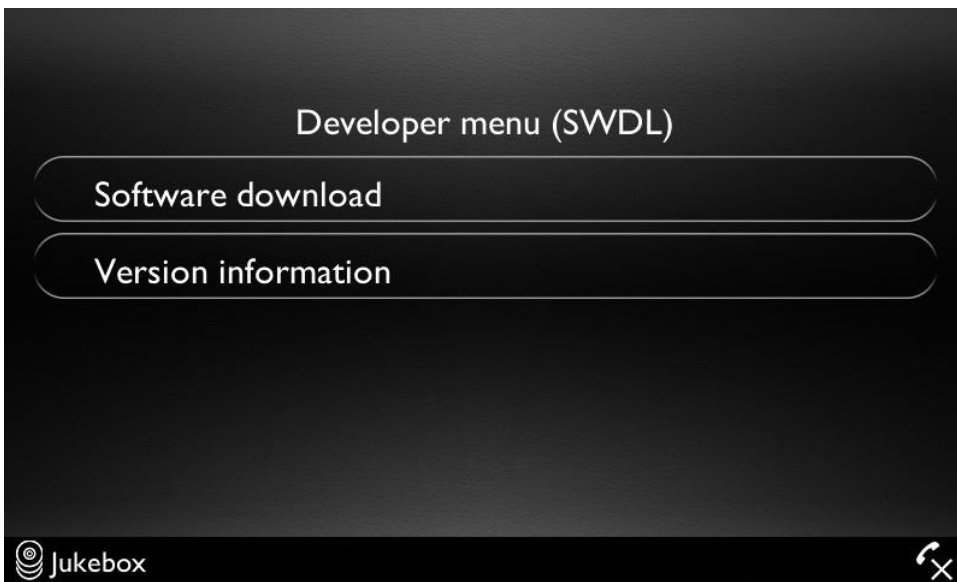


Figure 4

4. Select the Software download option (Figure 5).

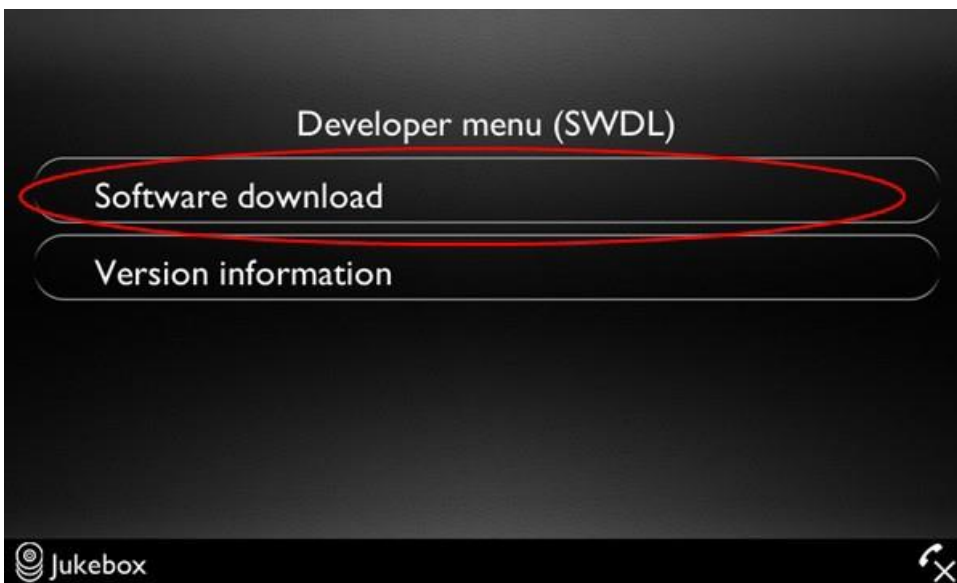


Figure 5

5. Select SD Card 1 (Figure 6), the next screen will display the reading of the SD card data (Figure 7).

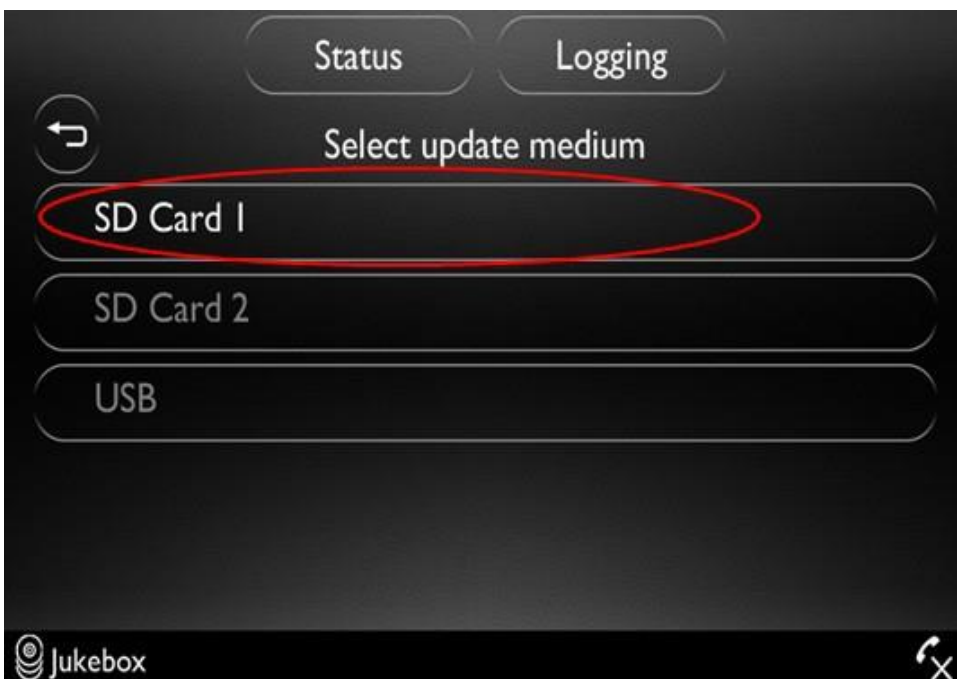


Figure 6

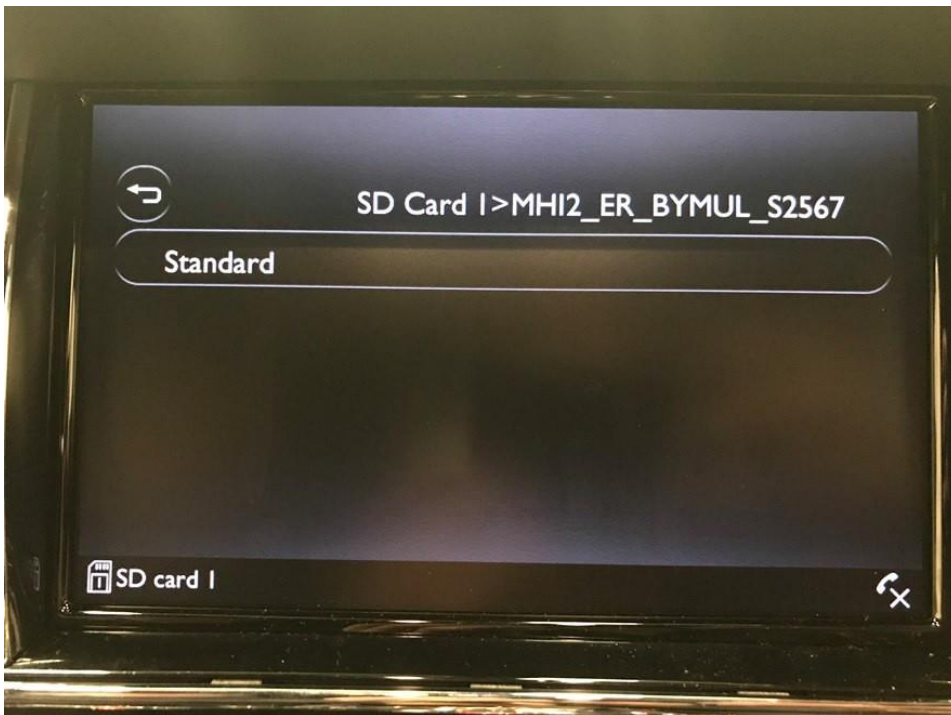


Figure 7

6. On the next screen select Standard.

7. Select Start update (Figure 8).

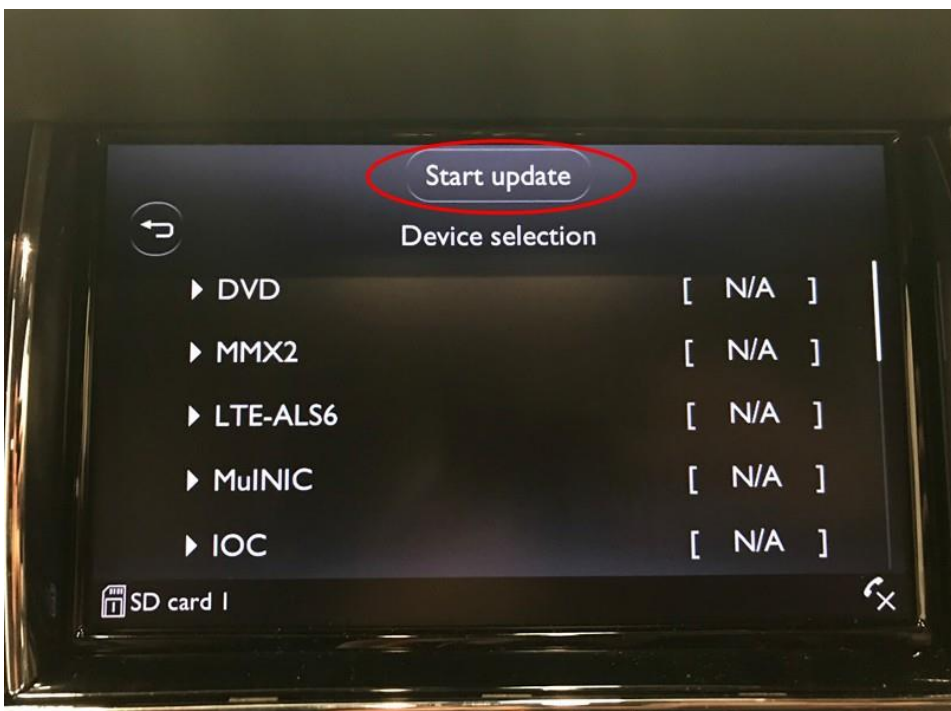


Figure 8

8. Select Start update again on the following screen (Figure 9).

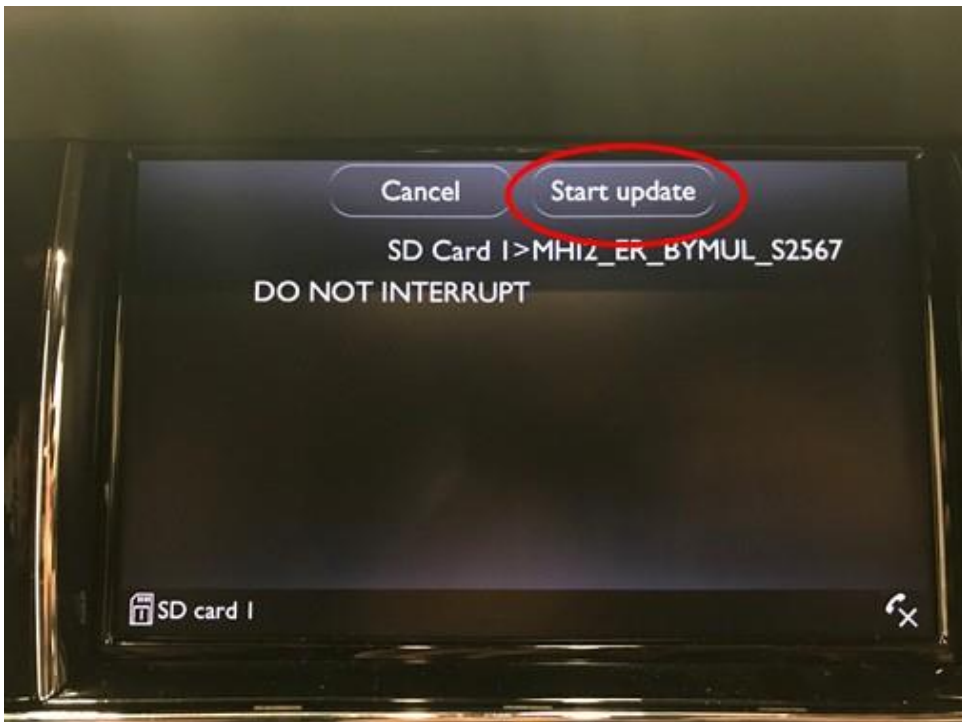


Figure 9

9. The update will now take place, the screen may go blank for short periods, various data will be displayed (Figure 10).

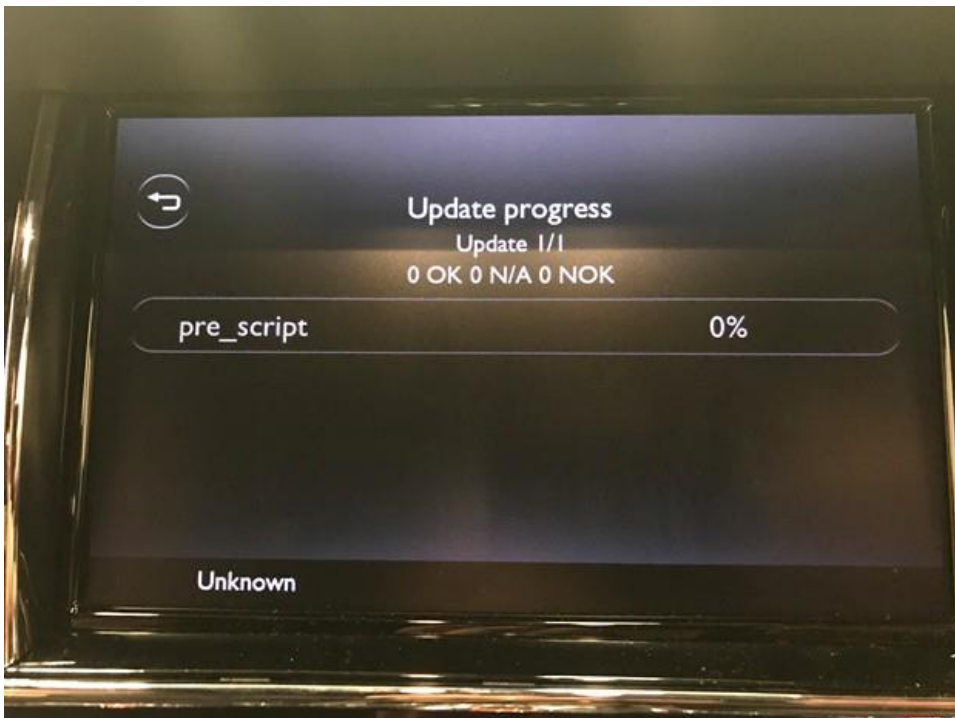


Figure 10

10. When the components have been updated, the *Device summary* screen is shown. All updated components should be marked [OK] or [-] (Figure 11)

- If any components are marked [NOK] press Try again (A)
- If all components are marked [OK] or [-], then press Continue (B)

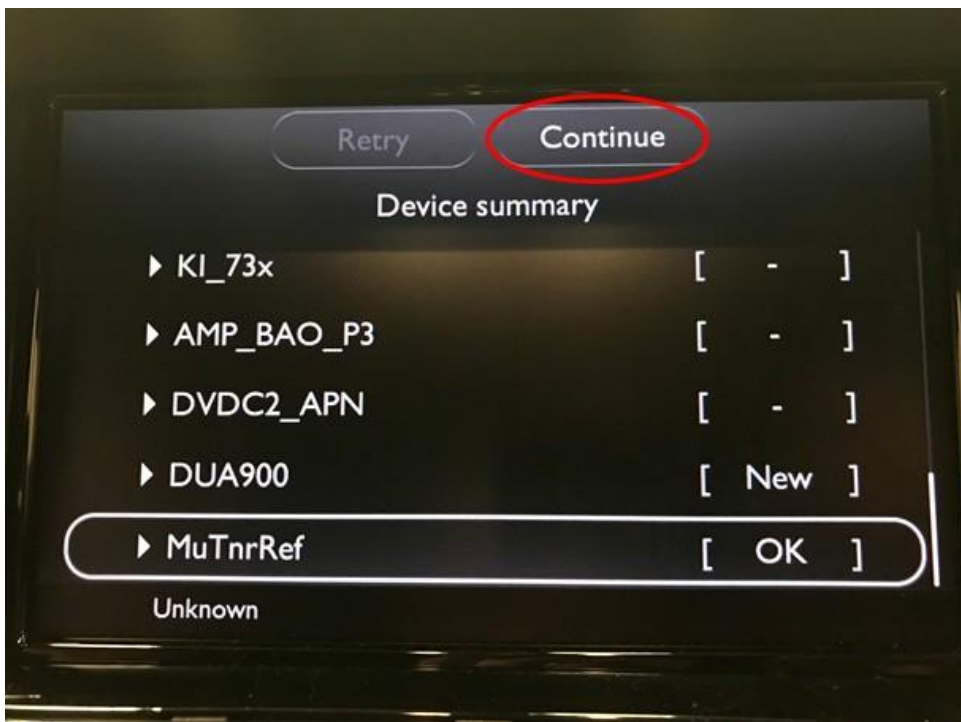


Figure 11

11. On the following screen press Cancel version compare (see Figure 12) the system will reboot.

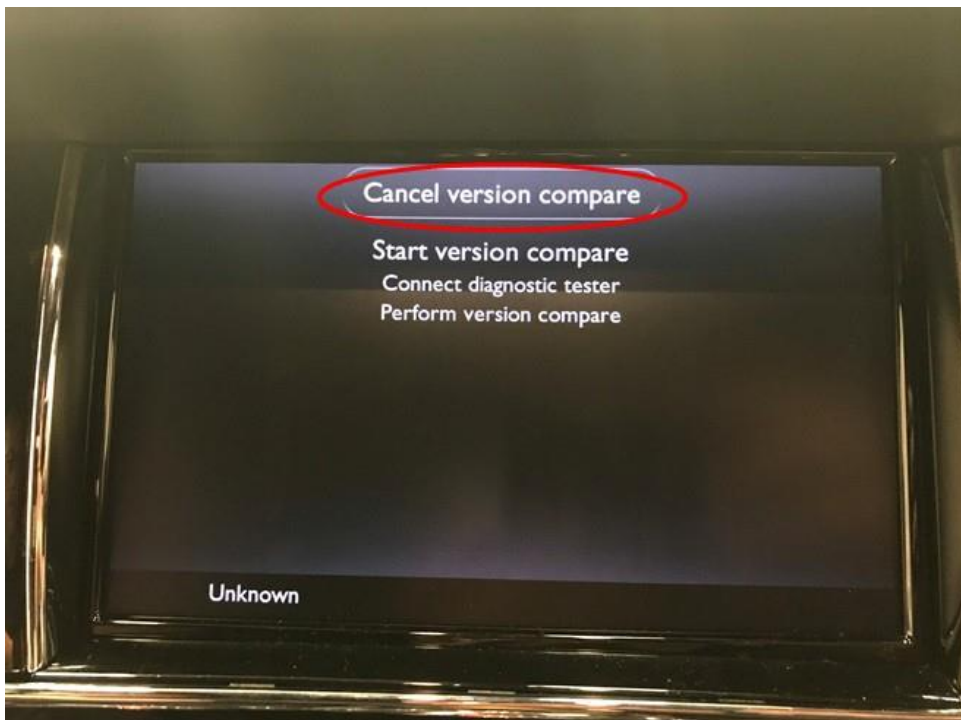


Figure 12

12. Remove the SD card from the MIB unit.

13. Carry out an ignition cycle.

Software version management:

1. Connect the ODIS tester and run guided fault finding.

2. Select and complete the following calibration;

ODIS tester → Special functions → SVM – Target / Actual comparison

3. Select and complete the following test plan;

ODIS tester → Special functions → 5F – Information Electronics – Fault memory reset

Identification

On completion apply a YELLOW campaign identification mark next to the OBD port.



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