

Technical product information

Topic	Mulsanne - No volume
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2043897/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio playback, audio settings -> digital Sound Processing (DSP)	functionality -> without function / defect	
electrical power, electric system, data transfer -> power supply -> starter battery	electrics -> voltage too low	

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI, hard drive device functions > software update -> software update for information electronics control unit	control units, services -> software faulty	
information, navigation, communication, entertainment -> audio playback, audio settings -> audio playback	functionality -> without function / defect	> not specified <

Vehicle data

Mulsanne Series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y*	2017	E		*	*	*
3Y*	2018	E		*	*	*
3Y*	2019	E		*	*	*
3Y*	2020	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	C	000001	004712		

Documents

Document name
master.xml

Customer statement / workshop findings

No volume/sound from the Infotainment system

Technical background

Software update required to reinstall the functionality of the sound/volume

Production change

Not applicable

Measure

Download the software

1. The software requires downloading from the Bentley Hub, the software file is called Mulsannevolume (zip). Follow the onward instructions for downloading the software to a blank SD card, we recommend a commercially available SD card in:
 - Fullformat (no micro SD card in adapter)
 - At least 32 GB memory
 - Performance of at least class 10
2. Locate the file Mulsannevolume (zip) on the Bentley Hub in the 'Aftersales – Diagnostics' section.
3. Save the zip file Mulsannevolume (zip) to your blank SD card.
4. Referring to Figure 1 - Right click on the zip file and Select - Extract All - Select your SD card as the location for saving the files.

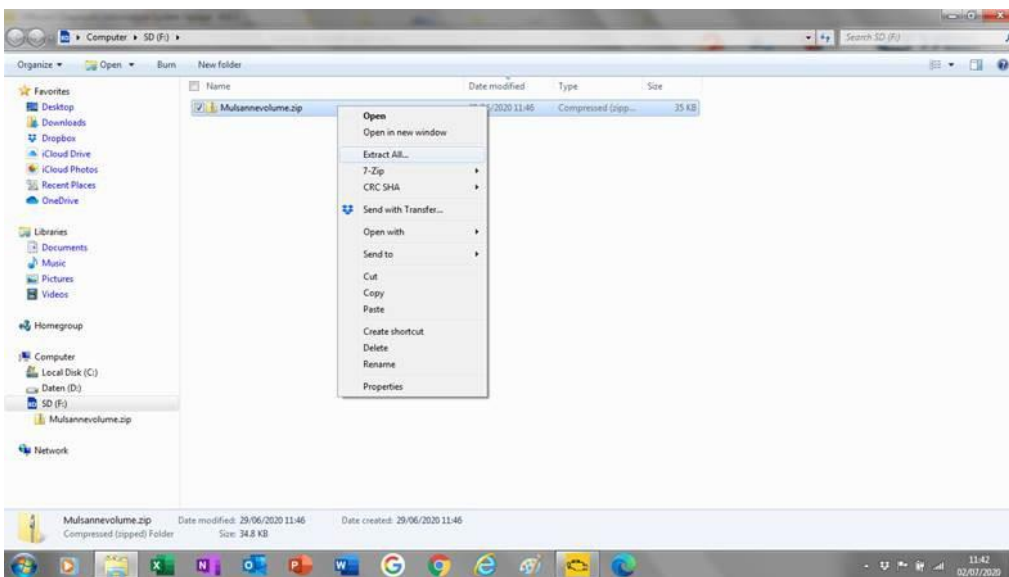


Figure 1

5. All software files will now be visible as below (Figure 2)

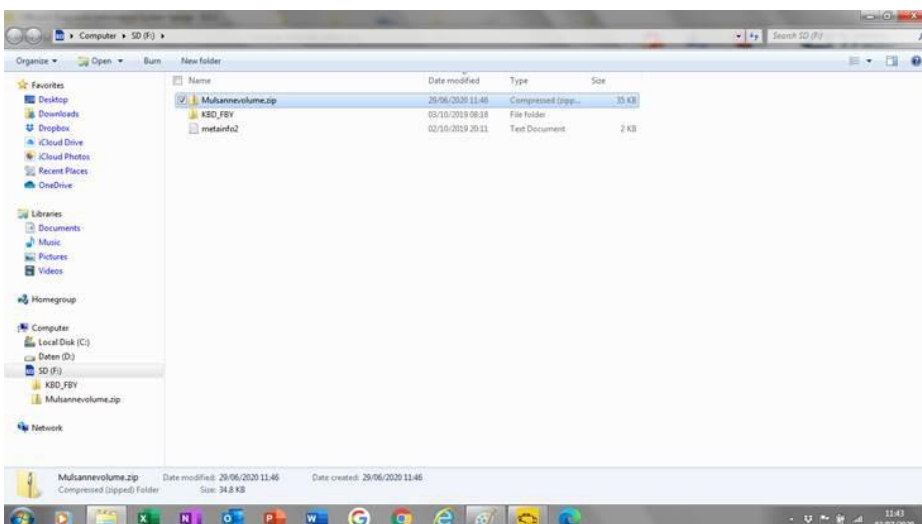


Figure 2

6. Label the SD card Mulsannevolume. The SD card can then be re-used if required for any other vehicles affected by this complaint.

Software update

7. Locate the key reader situated within the glove compartment and remove the cover – Figure 3



Figure 3

- Insert a single key into the key reader with the blade folded away until it “clicks” into place, make sure the key is securely located within the keyreader (Figure 4)

It is important that any additional keys or key rings are removed from the ignition key, the extra weight of a second key or key ring may cause the key to withdraw from the reader during the software update process.



Figure 4

Press the "Start/Stop" button located on the centre console to activate the vehicle ignition.

General information for the update:

- The closed-circuit voltage of the vehicle must be at least 12.5 V during the update. Connect a suitable battery charger to the vehicle. For further information refer to the Repair manual
- During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc)

Pre-requisites

- 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.

8. Fit the SD card in SD1 slot of the MIB, located in the glove box (Figure 5)



Figure 5

9. Navigate to the main menu screen (Figure 6) by pressing the home button.

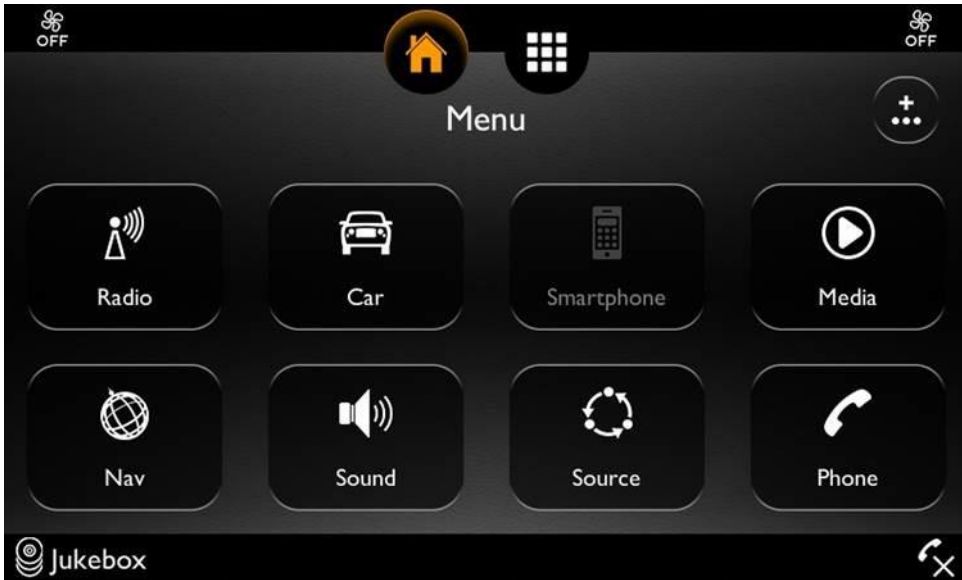


Figure 6

10. Referring to Figure 7 - Press and hold the Return button (1) first and then immediately press and hold the MEDIA button (2) on the infotainment unit - Keep both buttons pressed until the *Developer menu* (SWDL) screen is displayed (Figure 8).



Figure 7

11. Referring to Figure 8 - Select - Software download

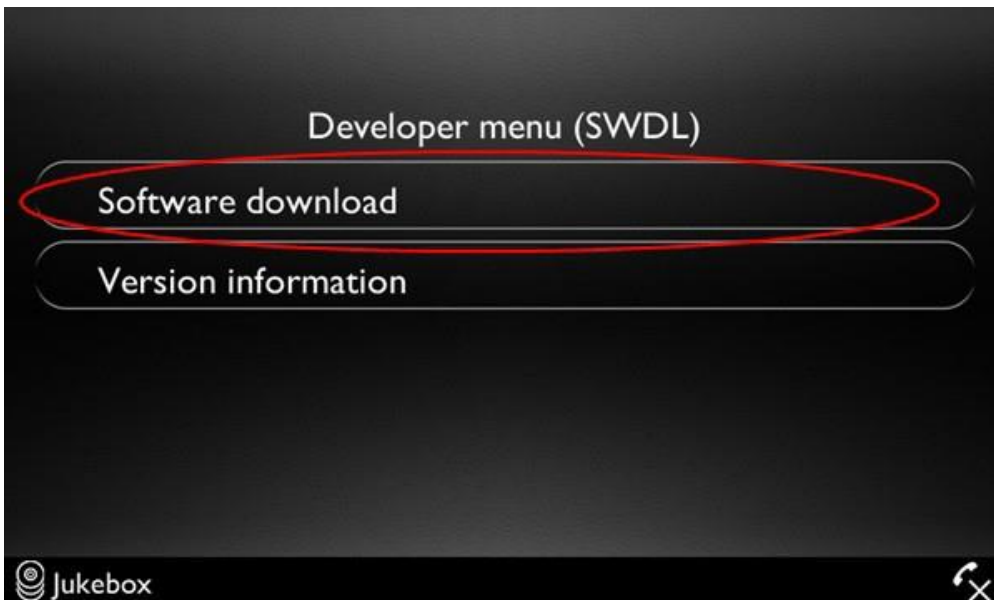


Figure 8

12. Select - SD Card 1 (Figure 9), the next screen will display the reading of the SD card data as shown in Figure 10 (Point A)



Figure 9

13. Referring to Figure 10 (Point B) - Select Standard

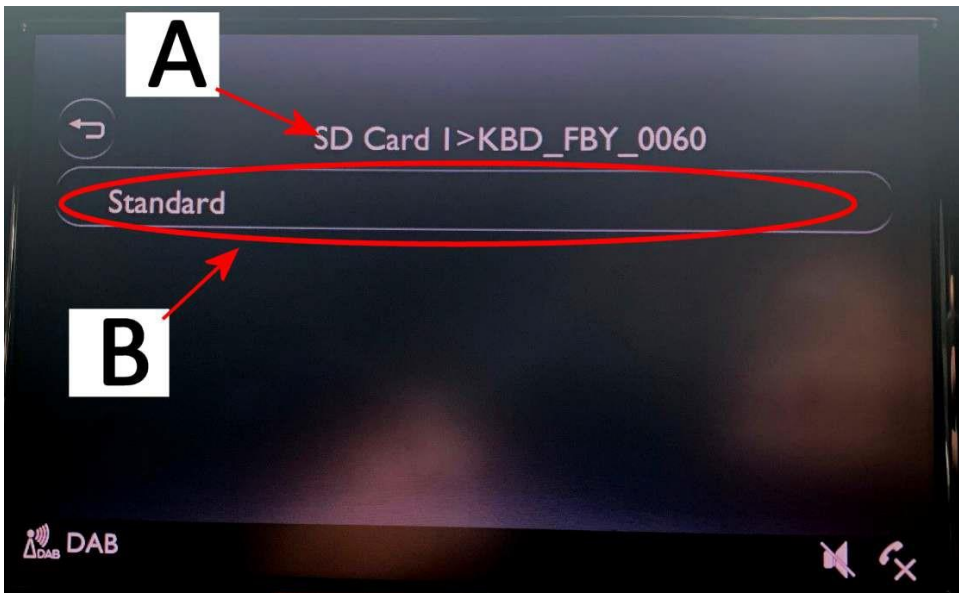


Figure 10

14. Select-Start update (Figure 11)

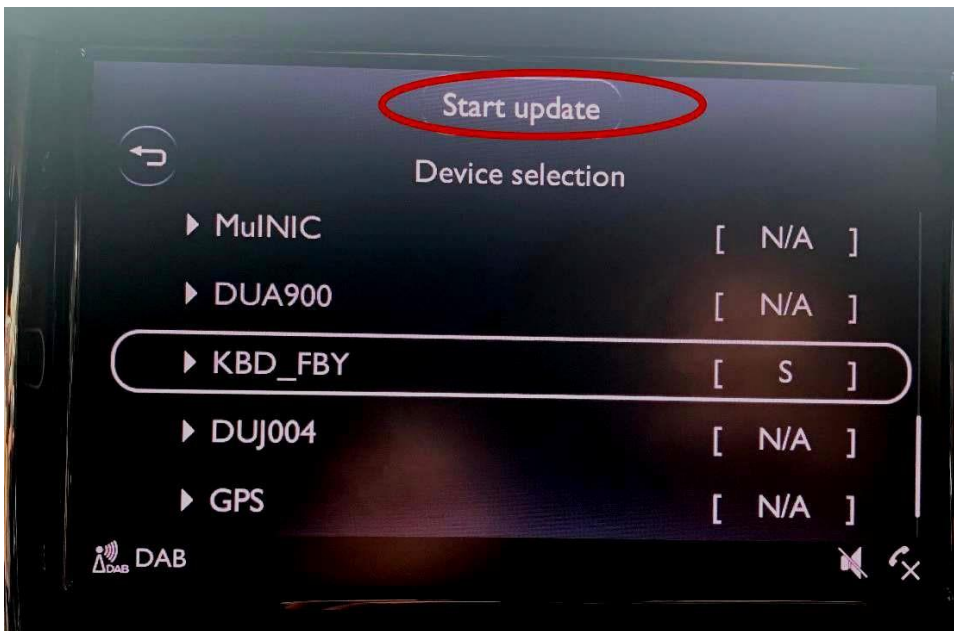


Figure 11

15. Select- Startupdate again on the following screen(Figure 12)

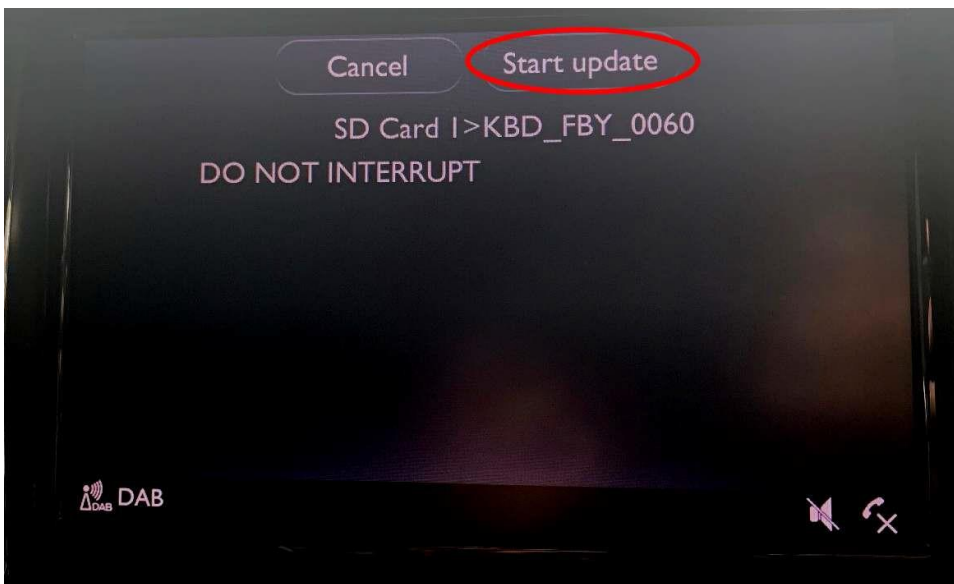


Figure 12

16. The update will now take place, the screen may go blank for short periods, various data will be displayed (Figure 13)

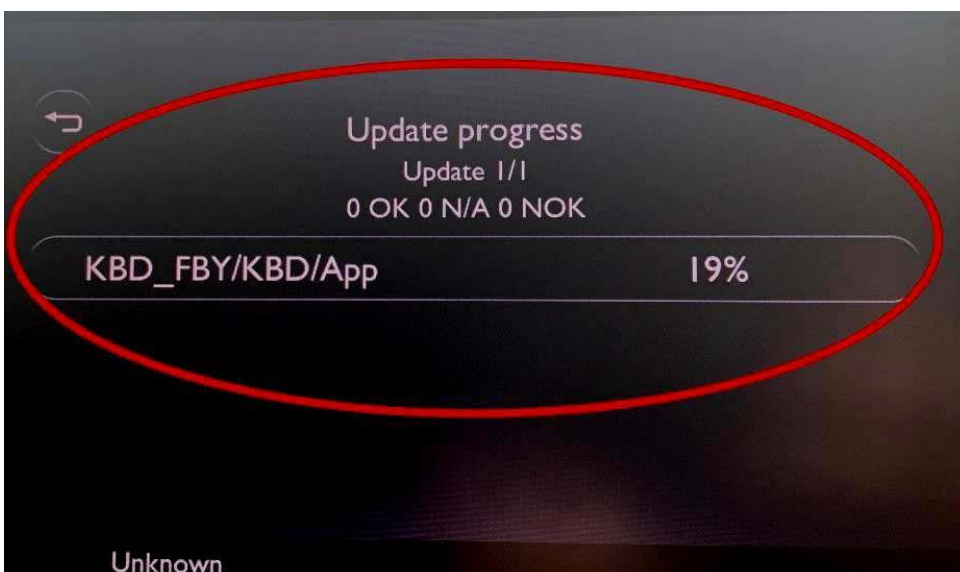


Figure 13

17. When the components have been updated, the *Device summary* screen is shown. All updated components should be marked [OK] or [-]

(Figure 14)

- If any components are marked [NOK] press Try again/Retry
- If all components are marked [OK] or [-] then press Continue

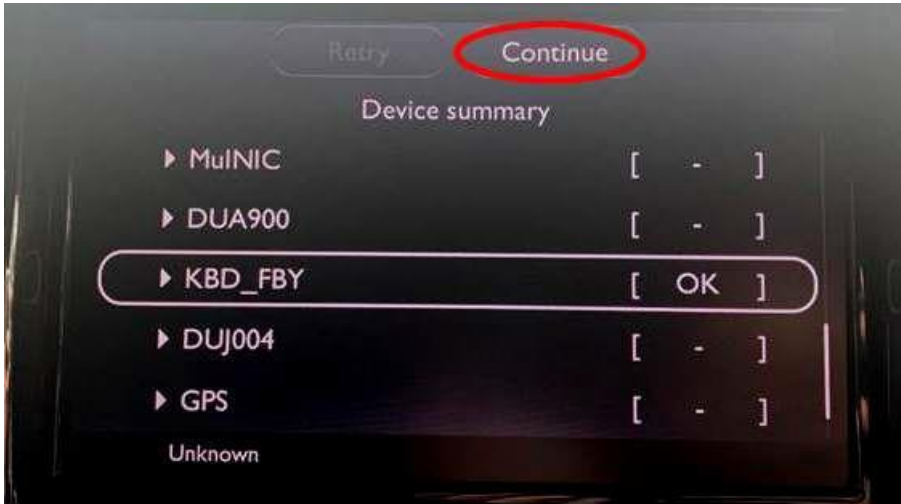


Figure 14

18. On the following screen press - Cancel version compare (see Figure 15) the system will reboot.

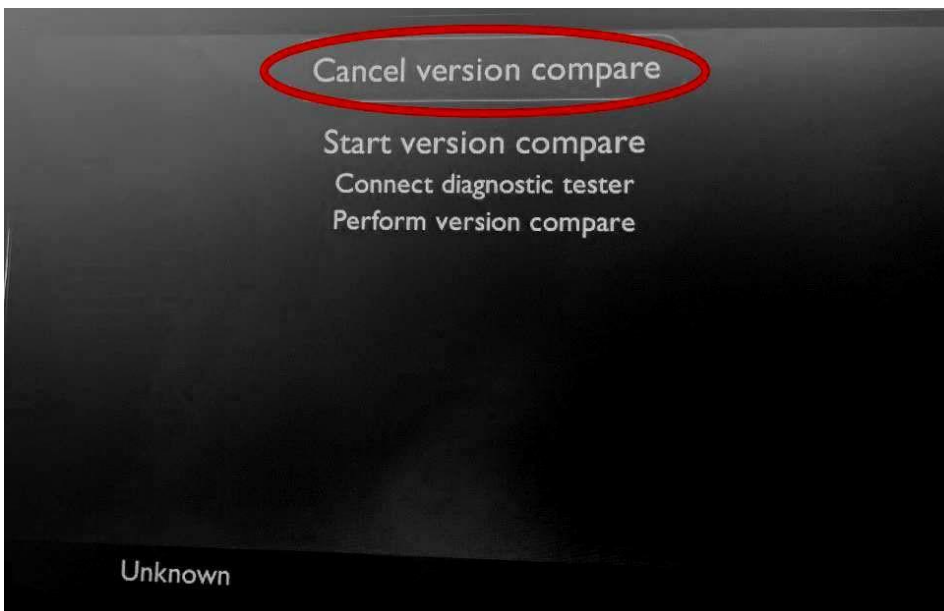


Figure 15

- Remove the SD card from the MIB unit.

19. Carry out an ignition cycle.

- End of procedure

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 91 10

Damage code 02 02

Labour

Labour operation code 01 51 00 00

Time As per the ODIS Log (Maximum of 20 Time units)

Parts information

Part Number	Description	Quantity	Note
Mulsannevolume	SD card – Refer to the Measure section for SD card specification	1	The SD card cannot be ordered through the parts system. The SD card required for the programming is produced at your retailer.