

Technical product information

Topic	Bang & Olufsen - BeoSonic sound settings reset after ignition cycle
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2056276/2
Level	EH
Status	Released for publishing
Release date	22-Oct-2020

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio playback, audio settings	functionality	

Vehicle data

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

Equipment combinations

PR numbers
with 9VK

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*

Equipment combinations

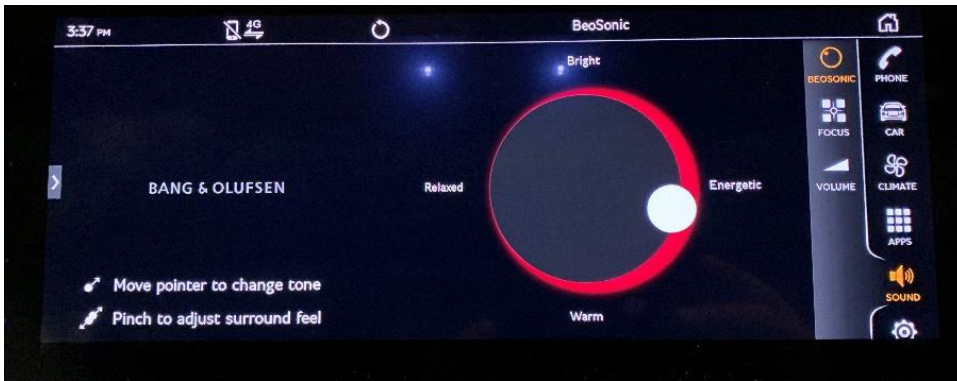
PR numbers
with 9VK

Documents

Document name
master.xml

Customer statement / workshop findings

The BeoSonic sound settings are lost when the ignition is turned off.



Technical background

Incorrect software in the Sound system control module.

Production change

Not applicable.

Measure

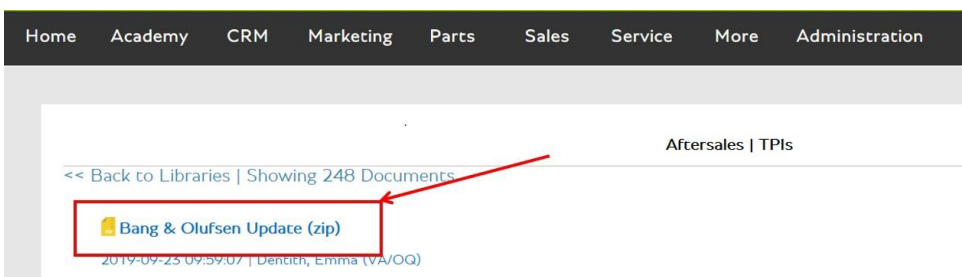
The following must only be applied on receipt of a relevant customer complaint.

Downloading the software:

The software requires downloading from Bentley Hub, the software file is called Bang & Olufsen Update (zip). Follow the onward instructions for downloading the software to a blank SD card, we recommend a commercially available SD card in:

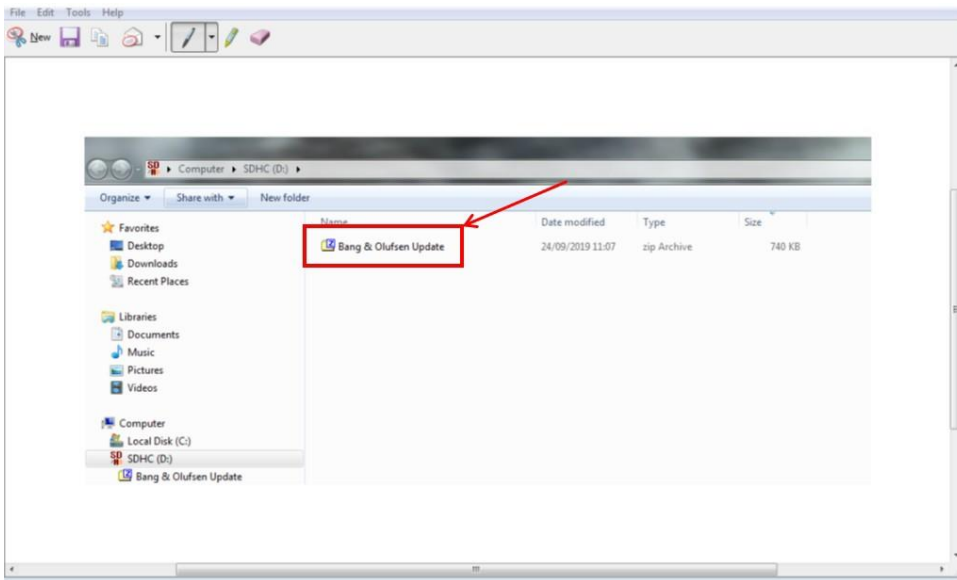
- Full format (no micro SD card in adapter)
- At least 32 GB memory
- Performance at least class 10

1. Locate the file Bang & Olufsen Update (zip) on Bentley Hub in the 'Aftersales - TPI's' section.



2. Save the zip file Bang & Olufsen Update (zip) to your blank SD card.

3. Right click 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 Bang & Olufsen Update. The SD card can then be re-used for all relevant vehicles affected by this complaint.

Updating the 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 VAS6154 (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.

During the update process the rotating display will rotate and the system reboot, this could take several minutes.

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

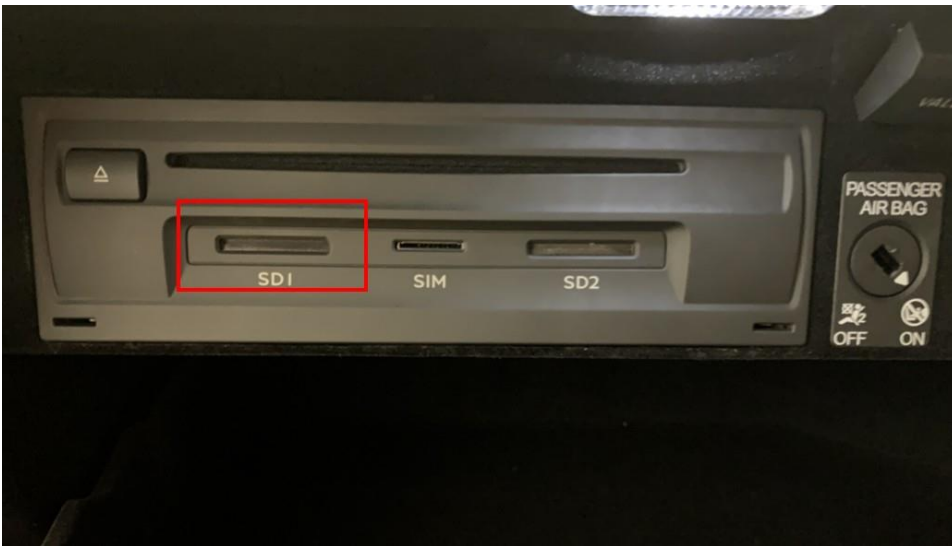


Figure 1

2. On the MMI controls press the home button (Figure 2).



Figure 2

3. Press and hold at the same time, the Media and OK buttons for 5 seconds (Figure 3) until the Engineering menu appears (Figure 4). Select Software download.



Figure 3

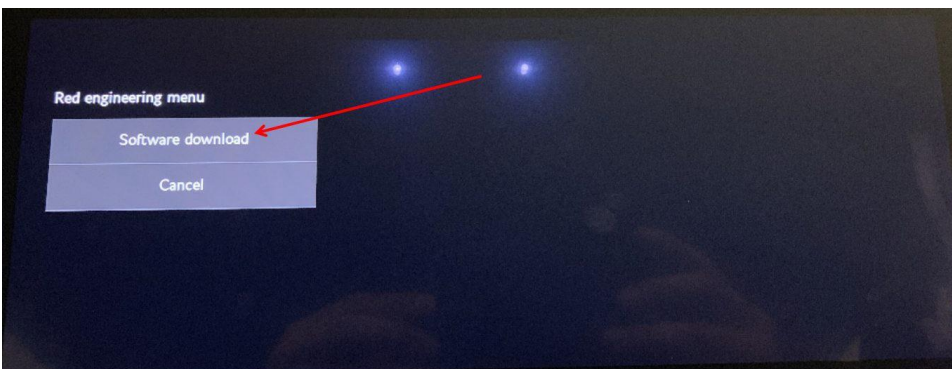


Figure 4

4. Select SD card 1 (Figure 5).



Figure 5

5. Select Standard (Figure 6).

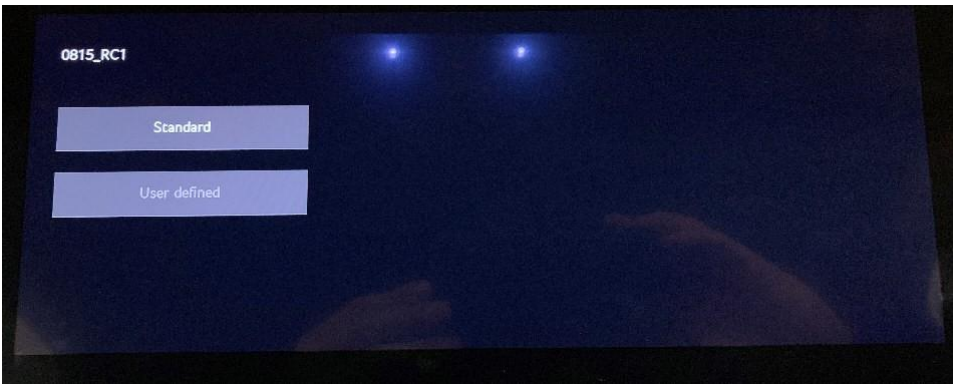


Figure 6

6. The following screen will then appear (Figure 7), scroll down to the bottom of the screen and select Start update

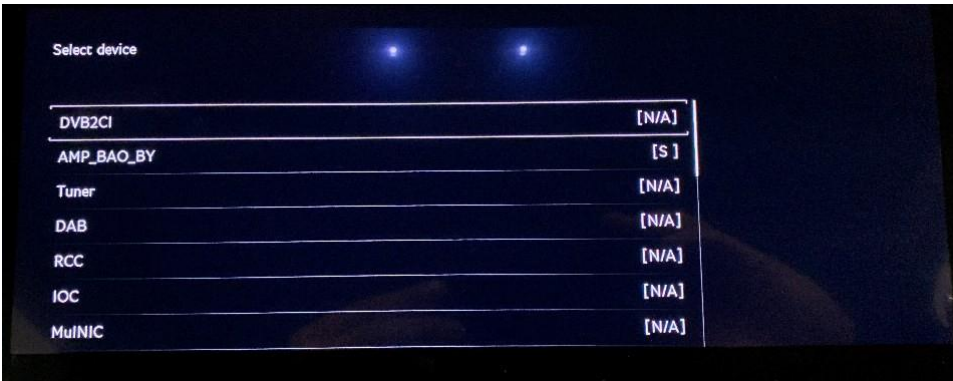


Figure 7

7. Select Start update again (Figure 8).

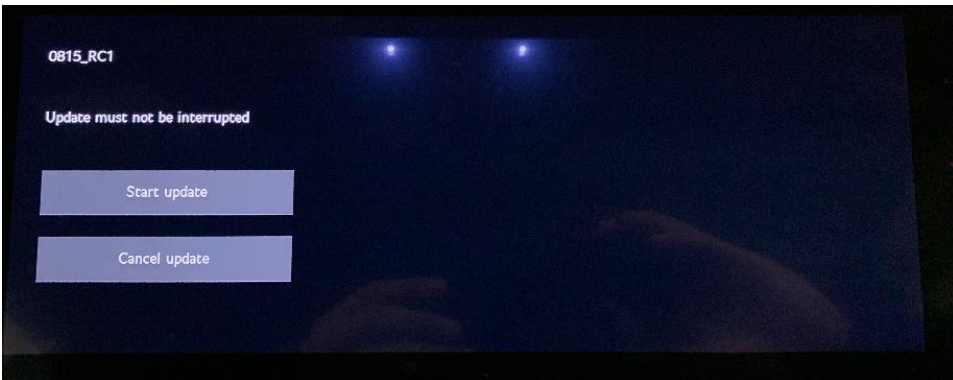


Figure 8

8. The software update will then begin (Figure 9).

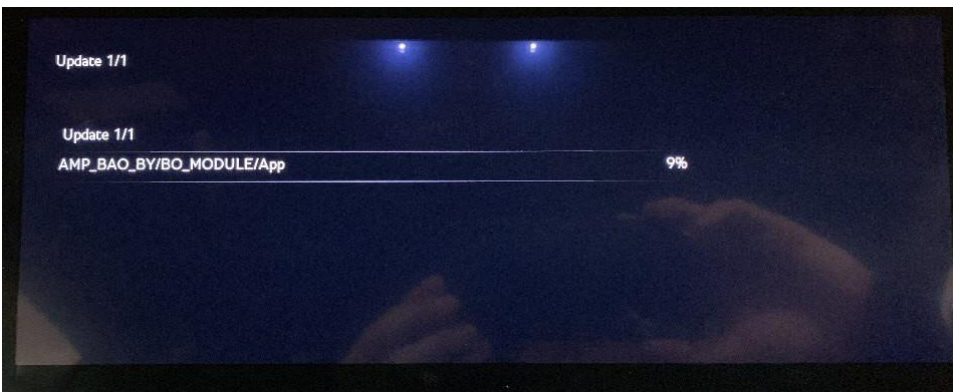


Figure 9

9. When the update is complete a summary screen will appear (Figure 10), scroll down to the bottom of the screen and select 'Continue'.



Figure 10

10. A Software Version Management action is now required (Figure 11). Proceed to [Software Version Management](#) section of this TPI.

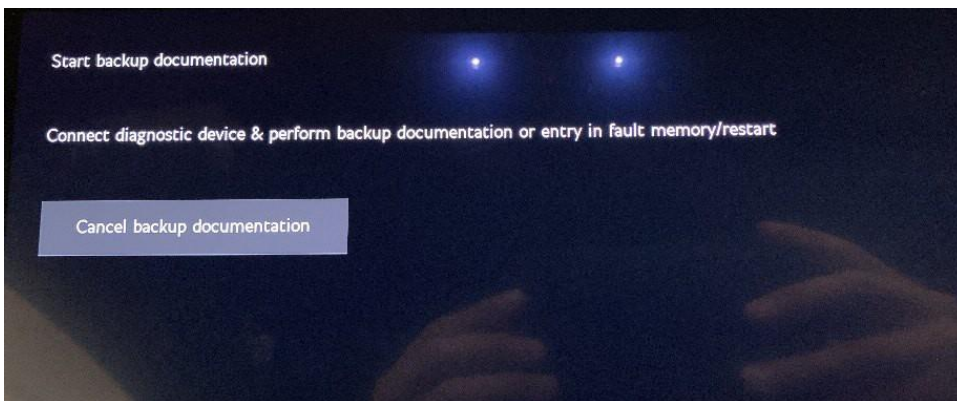


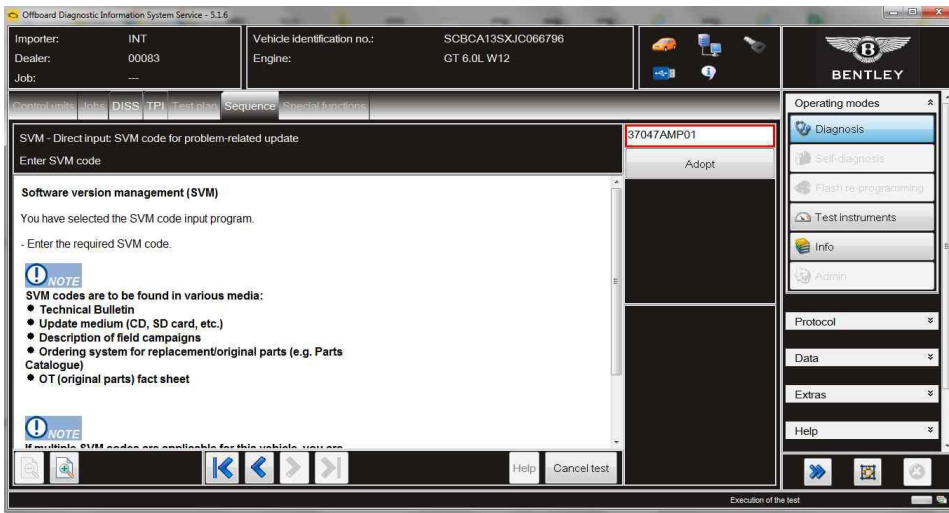
Figure 11

Software version management:

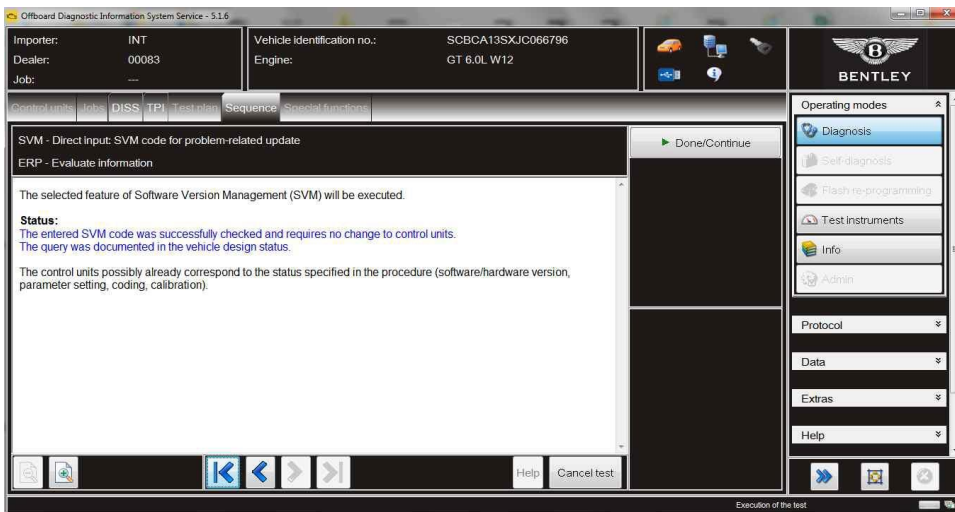
1. Select and run Guided fault finding. Within the Special functions tab select SVM - Code Input then select Perform test.



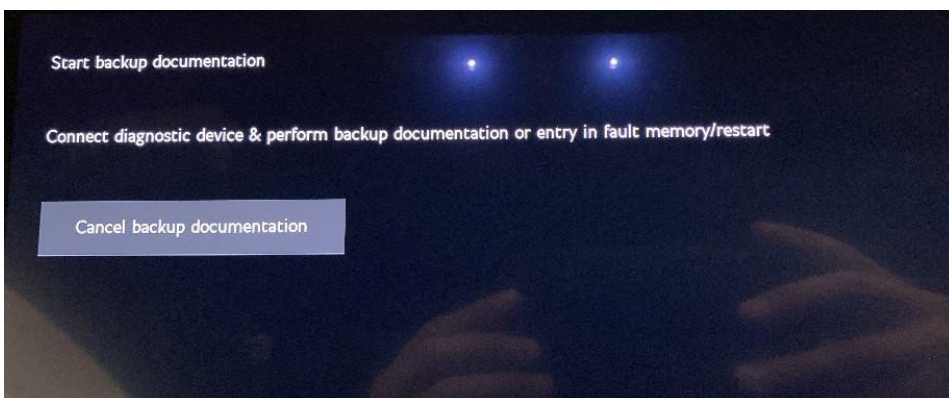
2. On the next screen enter the SVM code 37047AMP01 and select Adopt.



3. On the following screen, confirm the code then select Yes.
4. All control modules will be interrogated.
5. The SVM action will then take place.
6. Once complete the following screen will appear confirming that the SVM action has been successful. Select Done/Continue until programme end.



7. Select Cancel backup documentation on the central display screen, the system will then reboot.



8. Remove the SD card from the MIB unit.

Warranty accounting instructions

Warranty claim type 110 or 910

Labour operation code 01 29 00 04

Damage number 9196

Damage type 00 40

Time 40 TU

Criteria ID 01

Parts information

Part Number	Description	Quantity	Note
Bang & Olufsen	SD card	1	The SD card cannot be ordered through the parts system. The SD card required for the programming is produced at your retailer.