

# Technical product information

<b>Topic</b>	New Flying Spur - Knock noise from rear of the vehicle
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2060688/3
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	21-Oct-2020

## New customer code

Object of complaint	Complaint type	Position
whole vehicle -> vehicle areas -> rear-end	noise, vibration -> thump	> not specified <
whole vehicle -> vehicle areas -> rear-end	noise, vibration -> thump	left
whole vehicle -> vehicle areas -> rear-end	noise, vibration -> thump	right

## New workshop code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> suspension strut	noise, vibration -> noise	rear left
running gear -> running gear, springs, shock absorbers -> suspension strut	noise, vibration -> noise	rear right

# Vehicle data

## New Flying Spur

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*

# Documents

Document name
<a href="#">master.xml</a>

## Customer statement / workshop findings

During light acceleration and/or braking to stop, a 'knock' noise can be heard from the rear wheel arch area(s). The noise is most pronounced when seated in the rear of the vehicle.

## Technical background

Please refer to "Video for TPI2060688" on the Bentley Hub, should the symptom be as shown in the video, the operative MUST first conduct a full inspection of the suspension system, in particular the rear suspension system

NOTE: Should no issues be found during the inspection, the operative MUST check and confirm if the Rear suspension refinement update SC 20/26 is required (as per Elsa pro VIN applicability) - In the event SC 20/26 is required this MUST be conducted

Or

In the event SC 20/26 is not VIN applicable (as per Elsa pro) the operative should conduct the software update within the Measure section

In the event the software update has previously been conducted and the noise is still evident, please raise a new DISS query or respond via DISS ensuring all applicable information is attached including a clear video of the issue and a current ODIS log

## Production change

## Measure

### Pre- requisites

The PDI MUST be completed prior to running the following software update

Prior to conducting the update, the operative MUST refer to steps 7 and 8 to confirm if the update is required or not (Record number check)

*TIP: Should the Record number be V03935337GD the software is already at the required level, please raise a new DISS query or respond via DISS then await feedback from product support before conducting any further work*

- 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)
- Because of the highest transmission stability you MUST use the diagnosis interface VAS 6154 (WiFi diagnostic tool) ONLY in 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
- Do Not under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of any control units

1) Select and run Guided fault finding

NOTE: Ensure all DTC's are erased prior to starting the update

- Referring to Figure 1 - Within the Special functions tab - Select SVM - Code Input (Point A)
- Select Perform test (Point B)

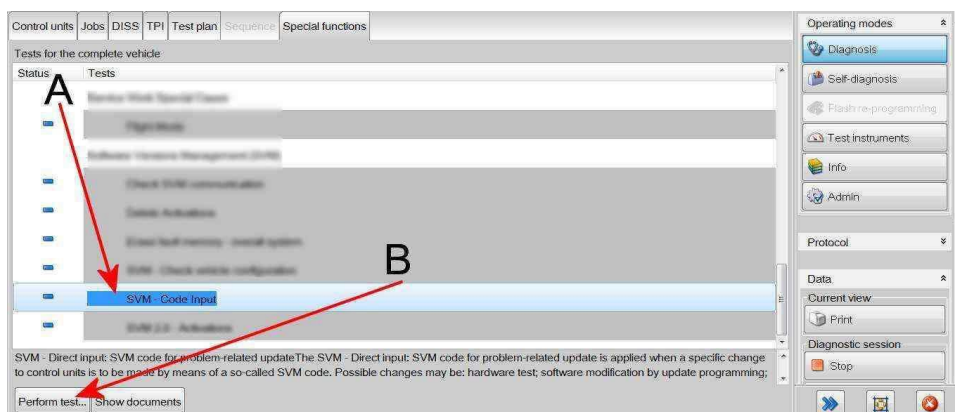


Figure 1

2) Referring to Figure 2 - Enter SVM code 37174GWT01

## - Select - Adopt

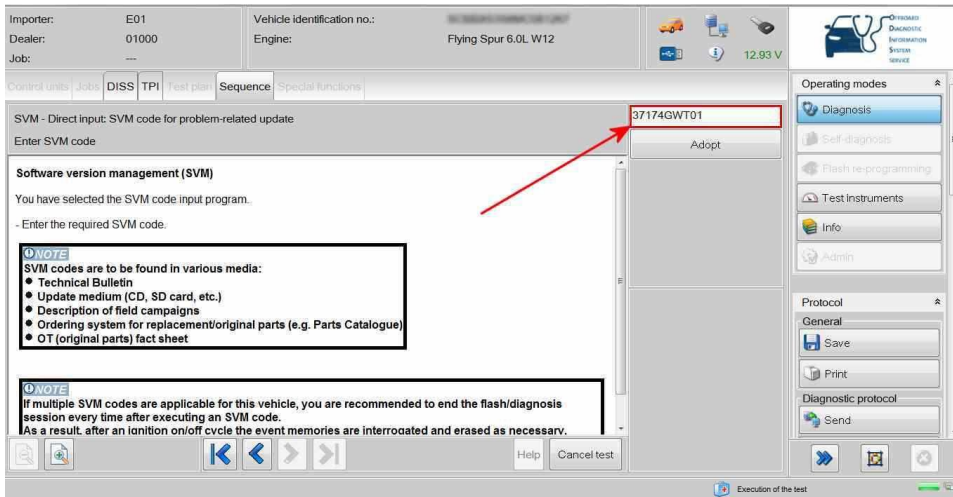


Figure 2

## 3) Referring to Figure 3 - Check and confirm the code is correct - Select - Yes

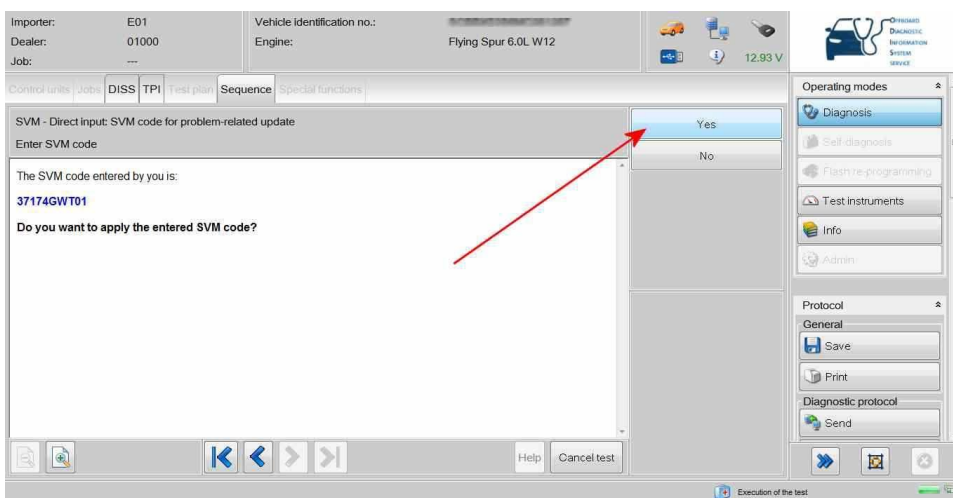


Figure 3

## 4) Follow all on screen prompts and allow the update to continue as shown in Figures 4 and 5

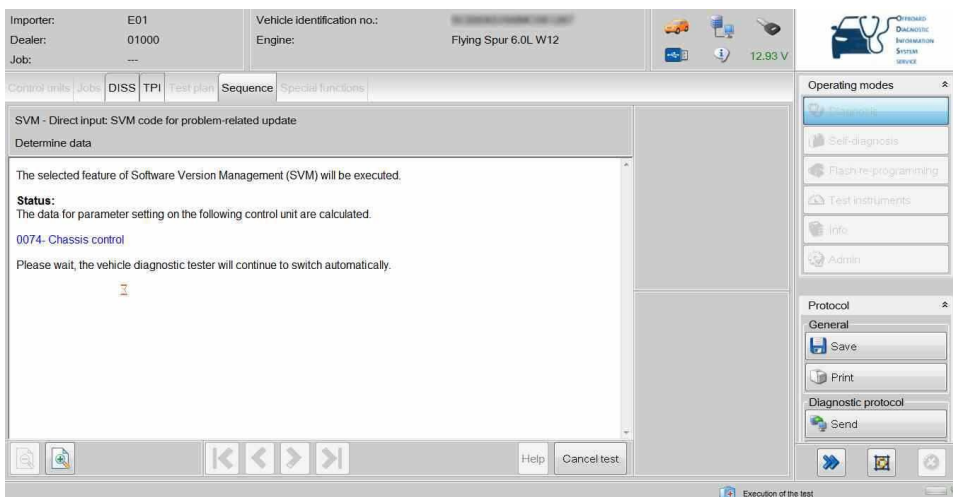


Figure 4

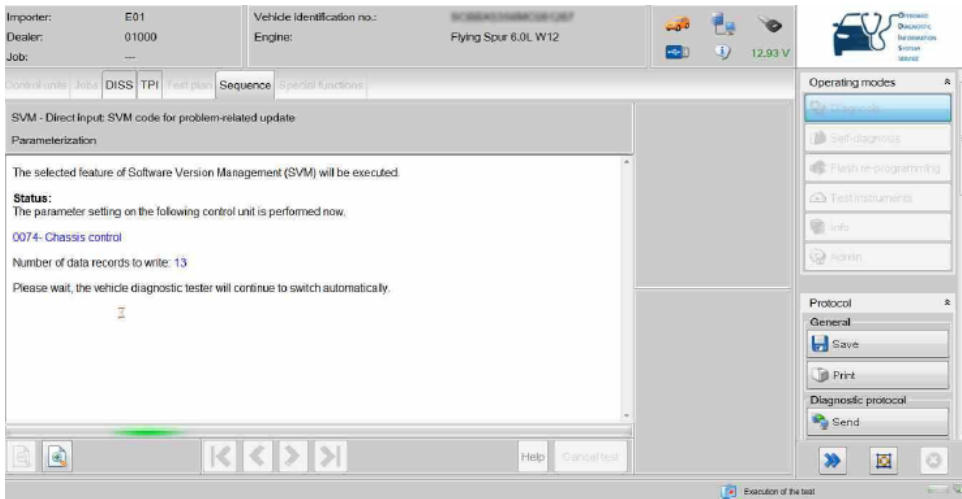


Figure 5

5) Once at Figure 6 - Select - Done/Continue and follow all on screen prompts

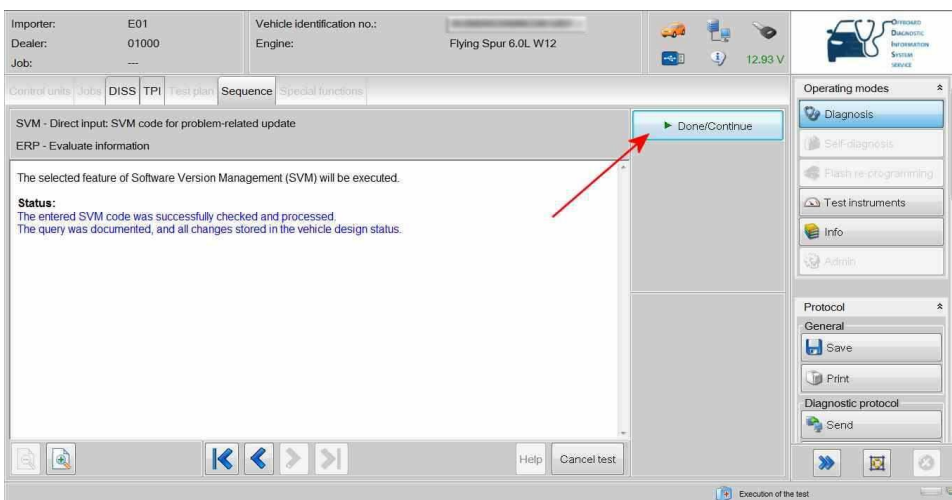


Figure 6

6) Once at Figure 7 - Select - Done/Continue then follow all on screen prompts

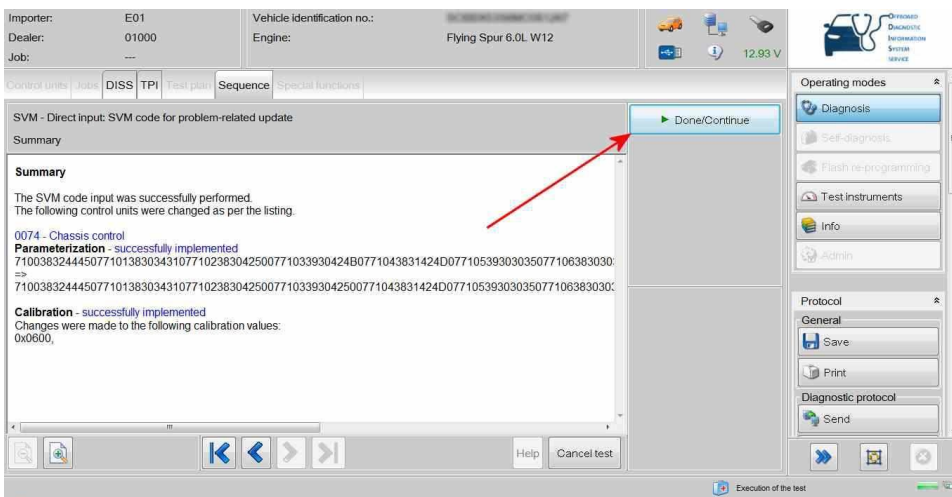


Figure 7

7) Referring to Figure 8 - Select the Read identification data test (Point A)

- Select - Execute (Point B)

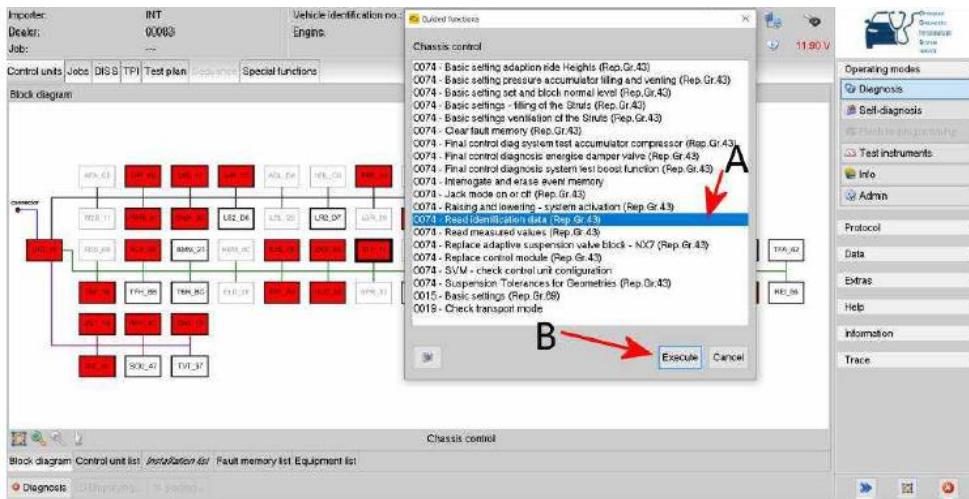


Figure 8

8) Referring to Figure 9 – Ensure the Record number is V03935337GD this confirms the update has successfully completed

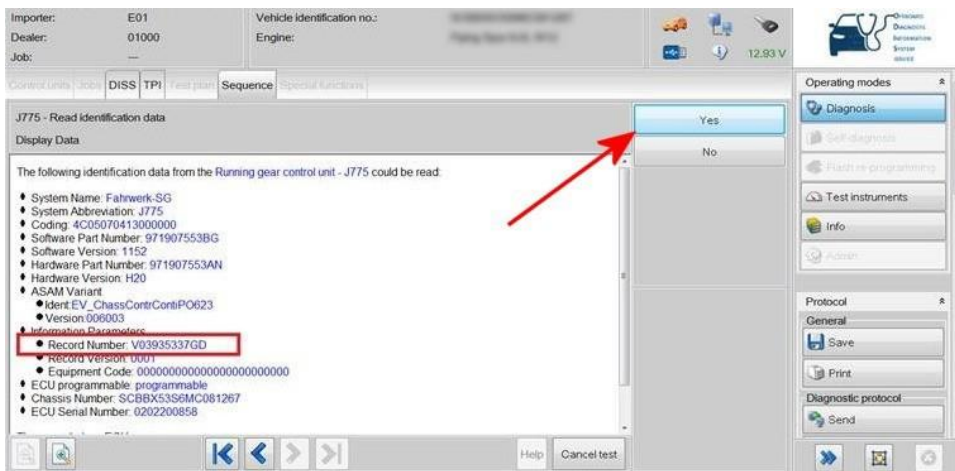


Figure 9

9) After the update programming, gear selection may not be possible. To wake up the system a bus silence is required, carry out the following steps in the order stated below:

- Switch off the ignition
- Remove the diagnostic interface from the OBD port
- Switch off and remove the battery charger from the vehicle
- Close the bonnet and all doors then lock the vehicle
- Wait 5 minutes to allow the vehicle to go into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the drivers door
- Switch on the ignition
- Confirm that gear selection is possible

## Warranty accounting instructions

Warranty type 110 or 910

Damage service number 43 16

Damage code 02 02

## Labour

Labour operation code 01 51 00 00

Time As per ODISlog (Must not exceed 30 time units)