

# Technical product information

<b>Topic</b>	Mulsanne Premium Audio Amplifier-No sound with DTC's-UD140600 and/or UD140B00
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2062569/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## New customer 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	functionality -> defective function sequence	
information, navigation, communication, entertainment -> media playback	functionality	

# Vehicle data

## Mulsanne

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*
3Y2*	2014	E		*	*	*
3Y2*	2015	E		*	*	*
3Y2*	2016	E		*	*	*

### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	C	015209	018999		
SCB	*	*	*	*	C	019680	019941		
SCB	*	*	*	*	C	001000	002382		

# Documents

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

## Customer statement / workshop findings

- No sound from the Premium Amplifier
- Sporadic high quiescent battery drain
- Diagnostic Trouble Codes “UD140600 High Static Current” and “UD140B00 Energy Management Active” may be stored.

## Technical background

The Premium Amplifier does not shut down when the vehicle ignition is deactivated, this is due to a missing or ignored message between the Amplifier Power Board and the Amplifier Main Controller

## Production change

Not applicable

## Measure

- 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

*NOTE: A DTC may be present within the Amplifier stating that the Control Module is defective, this may be a known concern - Refer to TPI 2025311/- for further information.*

!) Locate the key reader, situated within the glove compartment, and remove the plastic cover

- 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 key reader

*NOTE:* 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.

- Press the “start/stop” button located on the centre console to activate the vehicle ignition.

2) Referring to Figure 1 - Press and hold the “Tone” key on the Infotainment Control Panel and immediately press and hold the “back” key

- Hold both keys for around three seconds until the “Engineering” menu is displayed on the Infotainment Display Screen as shown in Figure 2



Figure 1

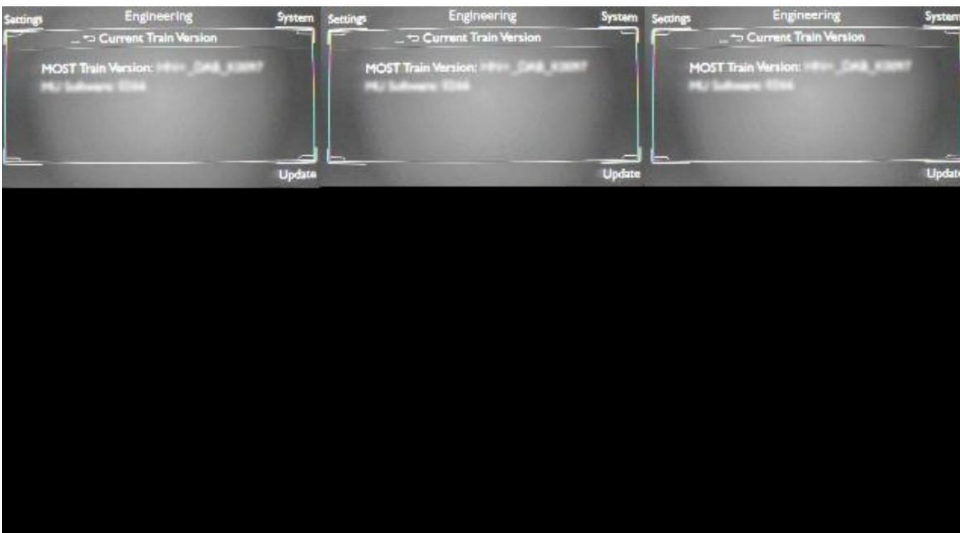


Figure 2

- Release the “Tone” and “Back” keys

3) Insert the update SD card WT10380 – “SD CARD SW UPDATE AMP0120” - into the media unit located within the vehicle glove compartment (Figure 3)

NOTE: Media card reader SD1 or SD2 may be used for the update.



Figure 3

4) Press the lower right menu key on the on the Infotainment Control Panel to start the update (Figure 4)



Figure 4

- If the message “cancel waiting for device” is permanently shown (Figure 5) continue the update by depressing the Rotary Push Knob on the Infotainment Control Panel (Figure 6) and following the steps below.

NOTE: If the message “cancel waiting for device” is not displayed, continue by following the steps below.

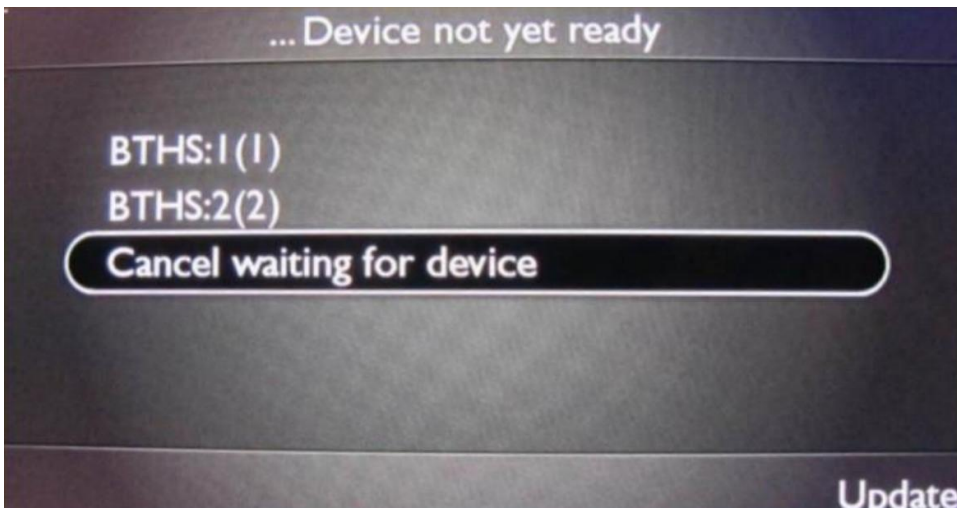


Figure 5



Figure 6

- Using the Rotary Push Knob, select the source location on the Infotainment Display Screen to correspond to the location of the SD Card within the Media Card Reader, depress the Rotary Push Knob to confirm the selection (Figure 7)



Figure 7

- Ensure the Infotainment Display Screen is showing the software –BY\_AMPBNPSS\_0120 (Figure 8)

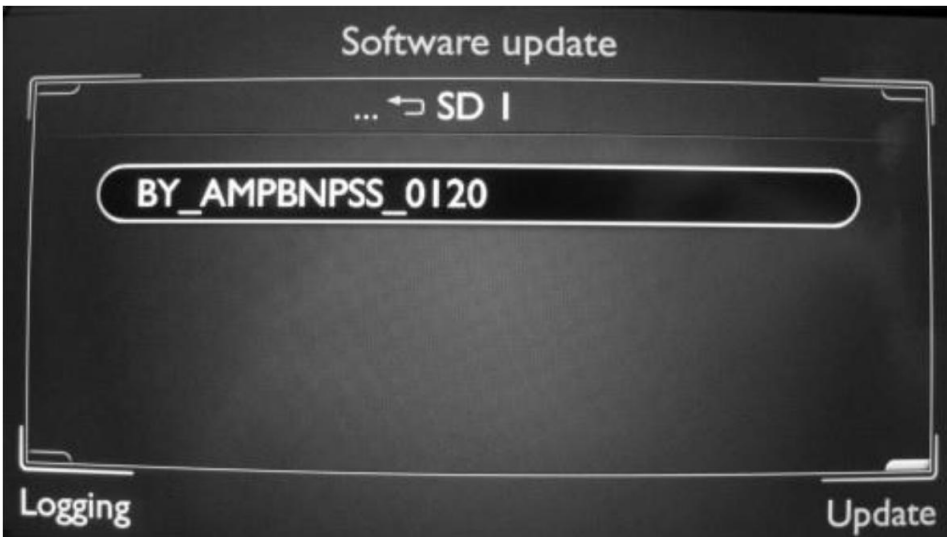


Figure 8

5) Depress the Rotary Push Knob to start the software update.

IMPORTANT: Do not switch off the vehicle ignition until the software update is complete.

- When requested - Select "standard" (Figure 9) depress the Rotary Push Knob to confirm, then if requested select "start" and depress the Rotary Push Knob.



Figure 9

- At the "Device Selection" screen scroll to the bottom of the list, select "Start Update" - Depress the Rotary Push Knob (Figure 10)

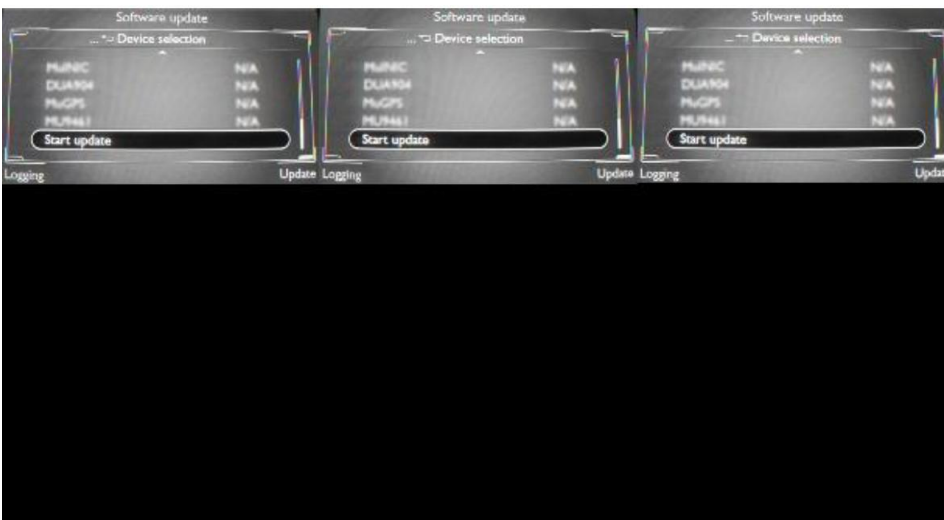


Figure 10

- Next, if requested, select "Start" - Depress the Rotary Push Knob (Figure 11)

NOTE – During the update process the “Update Progress” screen will show the percentage progression of the installation, the numerical values may increase and decrease during the update.

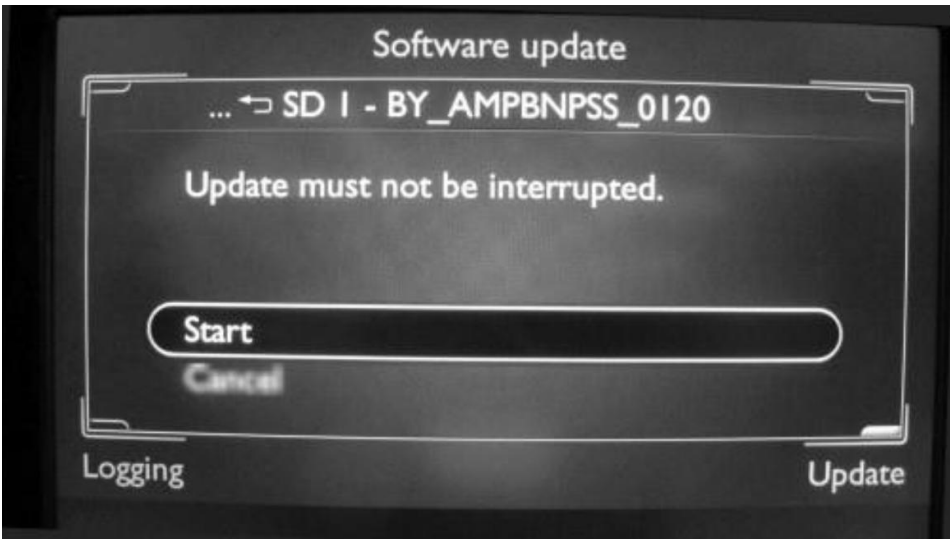


Figure 11

NOTE: During the update the Infotainment Screen Door will open and close a number of times

- Following the software installation and at the “Device Summary” screen scroll down and check AMPBNPSS is showing OK (Figure 12)



Figure 12

- Scroll down to “Continue” and depress the Rotary Push Knob (Figure 13)



Figure 13

- On the “start version compare” screen – scroll to “Cancel Documentation” and depress the Rotary Push Knob

NOTE - The Infotainment Screen Door may close and then reopen

- Depress the “Radio” button on the Infotainment Control Panel and ensure audio output is present. (Figure 14)



Figure 14

- 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

6) Select and run Guided fault finding. Within the Special functions tab select ‘SVM – Problem related Hardware/Software Update’ then select Perform test (Figure 15)



Figure 15

7) In the red box displayed on the diagnostic tool screen, type in the code 3Y047UPDATE02 and select “Adopt” (Figure 16)

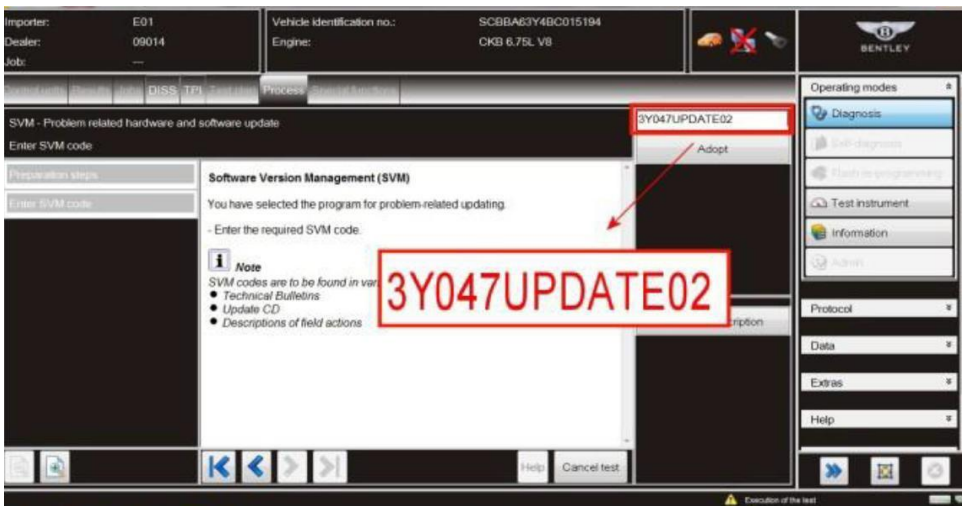


Figure 16

- When requested to apply the entered SVM code, select “Yes”
- Follow the on screen prompts

NOTE – if requested to switch off the vehicle ignition, remove the ignition key from the key reader at the same time.

8) There is now a requirement to change control unit parameters – follow the on screen prompts until Programme End. Next select the “Special Functions” tab and scroll down to “SVM – Further Actions” (Figure 17)

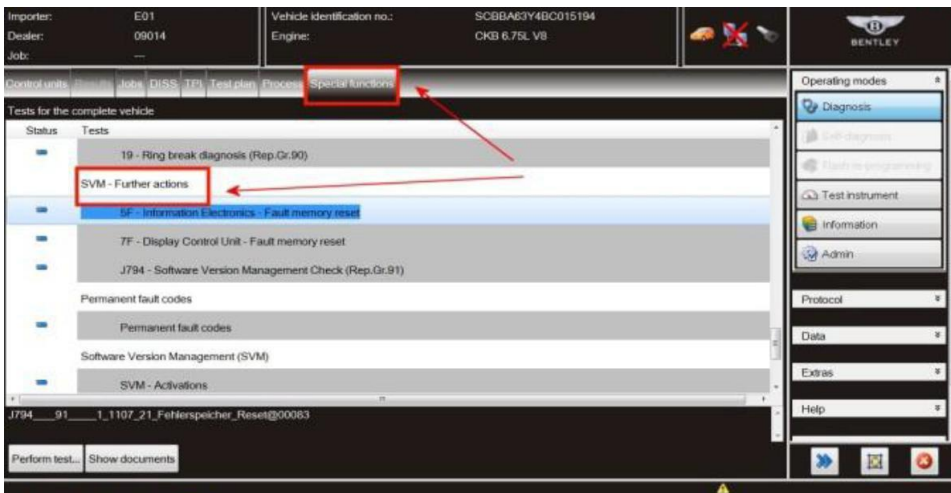


Figure 17

- Select “Information Electronics - Fault Memory Reset” and then select “perform test” (Figure 18) Follow the on screen prompts until End Of Test.

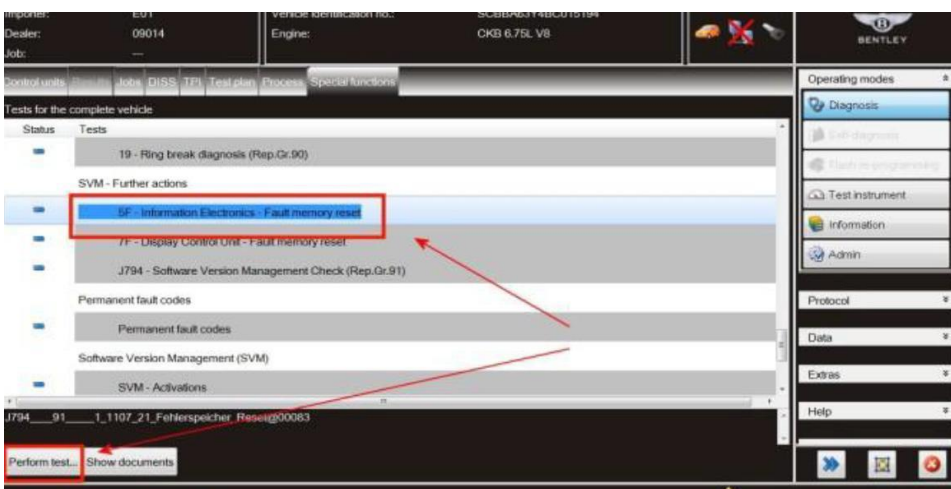


Figure 18

9) Use Guided Fault Finding in Off-board Diagnostic Information System to carry out a complete diagnostic sweep of the vehicle, clearing any Diagnostic Trouble Code’s generated as a result of performing this procedure.

## Warranty accounting instructions

Warranty type 110 or 910

Damage service number 91 44

Damage code 00 39

### Labour

Labour operation code 01 51 00 00

Time As per ODIS log (Must not exceed 50 TU)

## Parts information

SD card - WT 10380

*NOTE: Can be used on multiple vehicles*