

Technical product information

Topic	Loss of the HVAC temperature memory setting after an ignition cycle
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2061051/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
air conditioning -> operation, air conditioning control	functionality	
air conditioning -> ventilation, air distribution	functionality	
air conditioning -> operation, air conditioning control	control units, services	
air conditioning -> ventilation, air distribution	component / consumables	

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		*	*	*
3S4*	2022	E		*	*	*

Documents

Document name
master.xml

Loss of the HVAC temperature memory setting after an ignition cycle

Customer statement / workshop findings

Loss of the HVAC temperature memory setting after an ignition cycle

Technical background

A software update for address 08 – Air conditioning control unit is now available

Production change

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Measure

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, interior lights).
- 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 VAS5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS5054 (A) can also be used in USB mode

1. Select and run Guided fault finding

- Within the Special functions tab select 'SVM – Code Input' then select Perform test (Figure 1)



Figure 1

2. Referring to Figure 2 (Point A) enter the SVM code 37008SW3021

- Select Adopt (Point B)

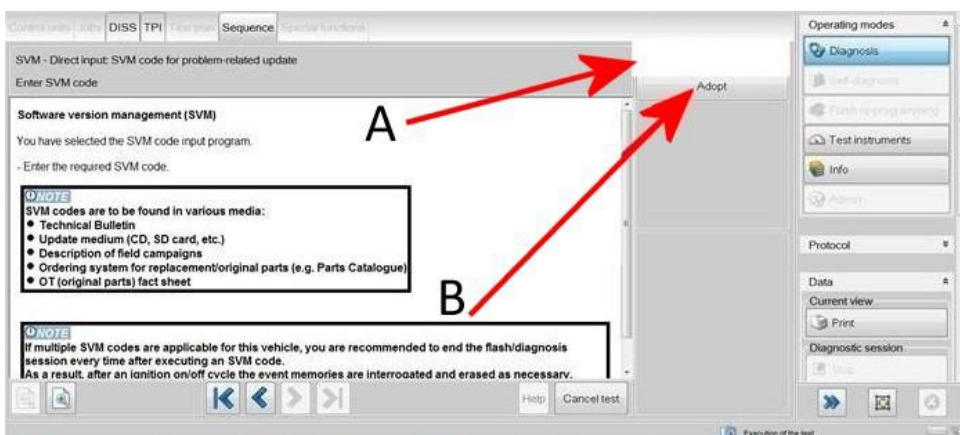


Figure 2

3. Follow all remaining on screen prompts

- Once complete a message will be displayed confirming that all actions have been completed successfully
- Follow on screen prompts until program end

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Once complete the Software version number and Target data container of the HVAC control unit will be as follows:

Software version number - 3021

Target data container - V03935345CJ

4. After the update programming is complete, perform a CAN sleep, 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 so that the vehicle goes into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition
- Confirm gear selection is possible

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 87 11

Damage code 02 02

Labour

Labour operation code 01510000

Time As per the ODIS log (Must not exceed 30 time units)