

Field campaign

Topic	Software update to diagnostic address 0006 and 005B - Graphics mismatch in the TSR (SC24/03)
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2073166/1
Campaign number	EC95
Note	
Type	
US code	

Vehicle data

Bentayga extended wheel base

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZV1*	2024	E		*	*	*

Cha sis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	HP1	4V	9	R	C	025597	025597		
SJA	HP1	4V	X	R	C	025611	025611		
SJA	HP1	4V	0	R	C	025620	025620		
SJA	HP1	4V	8	R	C	025624	025624		
SJA	HP1	4V	3	R	C	025627	025627		
SJA	HP1	4V	0	R	C	025634	025634		
SJA	HP1	4V	3	R	C	025644	025644		
SJA	HP1	4V	7	R	C	025646	025646		
SJA	HP1	4V	3	R	C	025658	025658		
SJA	HT2	ZV	2	R	C	025662	025662		
SJA	HP1	4V	4	R	C	025667	025667		
SJA	HP1	4V	X	R	C	025673	025673		
SJA	HP1	4V	0	R	C	025679	025679		
SJA	HT2	ZV	4	R	C	025680	025680		
SJA	HP1	4V	1	R	C	025691	025691		
SJA	HP1	4V	7	R	C	025694	025694		
SJA	HP1	4V	7	R	C	025730	025730		
SJA	HP1	4V	1	R	C	025741	025741		
SJA	HP1	4V	2	R	C	025778	025778		
SJA	HP1	4V	8	R	C	025803	025803		
SJA	HP1	4V	0	R	C	025827	025827		
SJA	HP1	4V	0	R	C	025844	025844		
SJA	HP1	4V	5	R	C	025533	025533		
SJA	HP1	4V	2	R	C	025540	025540		
SJA	HP1	4V	7	R	C	025551	025551		
SJA	HP1	4V	4	R	C	025572	025572		
SJA	HP1	4V	8	R	C	025574	025574		
SJA	HP1	4V	7	R	C	025582	025582		
SJA	HP1	4V	6	R	C	025587	025587		
SJA	HP1	4V	6	R	C	025590	025590		
SJA	HB1	4V	2	R	C	025293	025293		
SJA	HT2	ZV	1	R	C	025328	025328		

SJA	HP1	4V	5	R	C	025385	025385		
SJA	HP1	4V	8	R	C	025400	025400		
SJA	HT2	ZV	1	R	C	025409	025409		
SJA	HT2	ZV	1	R	C	025412	025412		
SJA	HP1	4V	0	R	C	025424	025424		
SJA	HP1	4V	X	R	C	025432	025432		
SJA	HP1	4V	2	R	C	025439	025439		
SJA	HP1	4V	2	R	C	025442	025442		
SJA	HP1	4V	7	R	C	025467	025467		
SJA	HP1	4V	7	R	C	025470	025470		
SJA	HT2	ZV	5	R	C	025476	025476		
SJA	HP1	4V	X	R	C	025477	025477		
SJA	HP1	4V	3	R	C	025479	025479		
SJA	HP1	4V	3	R	C	025630	025630		
SJA	HP1	4V	7	R	C	025632	025632		
SJA	HP1	4V	8	R	C	025509	025509		
SJA	HP1	4V	4	R	C	025524	025524		
SJA	HP1	4V	3	R	C	025532	025532		

Documents

Document name
master.xml

Notes



Technical background

When the VIP seat adjust function (Figure 1) is selected within the Touch Screen Remote (TSR) the requested / actual seat movements are different to those selected / shown on the screen



Figure 1

Hint: The issue relates to a graphics mismatch between the TSR and passenger seat functionality

NOTICE

Refer to the video titled - EC95 Before update - **Incorrect seat operation** - The video is located on the Bentley Hub

Remedy

A software update is available for diagnostic address 0006 - Front passenger seat control unit and the rear passenger seat control unit 005B

Customer notification

Please ensure the instructions within the procedure are conducted during the Pre Delivery Inspection (PDI) however if this is not possible and the PDI has already been conducted, please ensure the update is conducted at the nearest opportunity

Warranty accounting instructions

Warranty type 710 or 790

Damage service number EC95

Damage code 00 66

Criterion ID 01

Time to conduct the Software Version Management (SVM) updates

Labour operation code 01 51 00 00

Time As per ODIS log (Must not exceed 40 Time units)

Genuine parts

Not applicable

Parts supply

Not applicable

Parts despatch control

Not applicable

Repair instructions

▲ Notes

Technical background

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Figure 1

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Check

If the vehicle is not already listed as repaired in "Repair history" (in Elsa pro), check for the presence of the white paint completion mark as shown within the Identification section

If neither are evident please conduct the instructions within the Work section to completion

Genuine parts

Not applicable

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) ensure the main light switch is set to 'off' and leave the driver's door open

- 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
- The operative must ensure the ODIS version is 2.32.0 or later

Software Version Management

1) Select and run Guided fault finding

- Referring to Figure 2 - Within the Special functions tab select SVM - Code Input (A) then select Perform test (B)

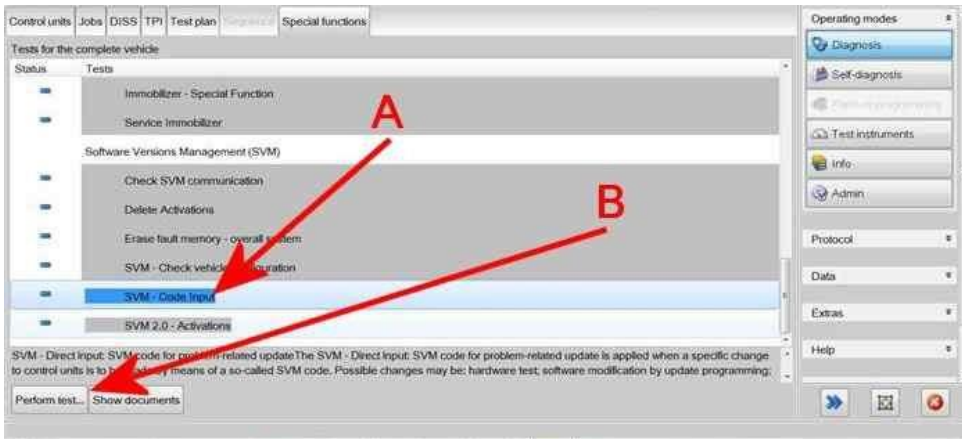


Figure 2

2) On the next screen enter the SVM code **4V1065BZDC01** and select Adopt (Figure 3)

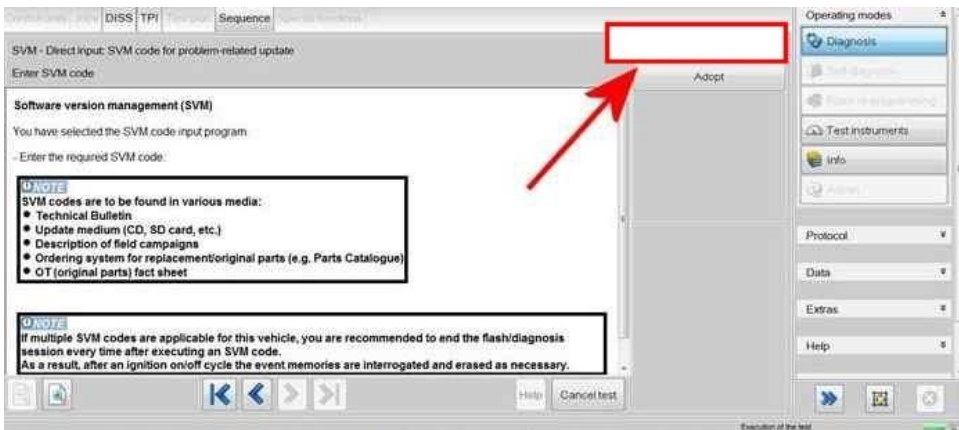


Figure 3

3) On the following screen, confirm the SVM code is correct - Then select Yes

- All control modules will be interrogated
- The SVM action will then take place



IMPORTANT: The control modules will automatically be updated sequentially, starting with the front passenger seat control unit and then the rear passenger seat control unit 005B

4) Follow all on screen prompts until program end

- On completion the summary screen in Figure 4 will be evident

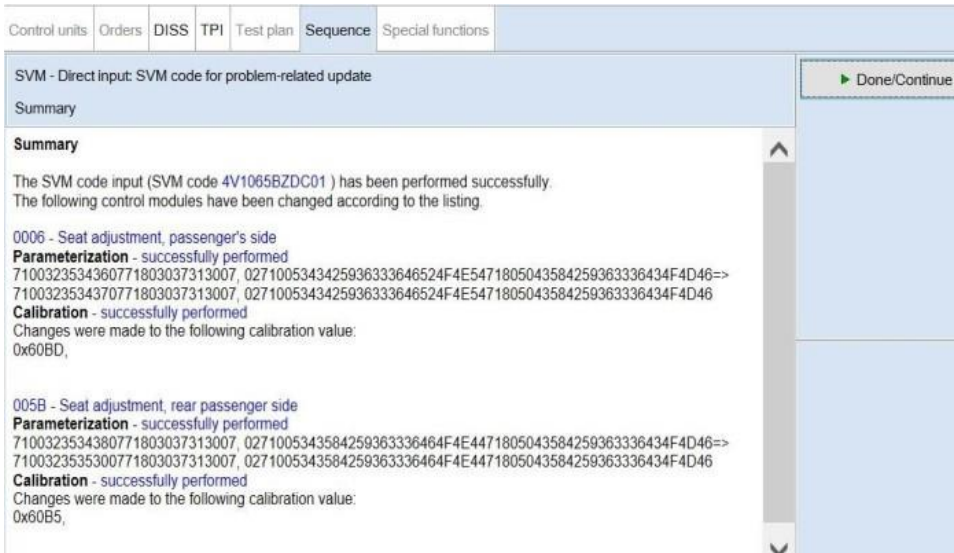


Figure 4

CAUTION

CAUTION: After the update has been conducted the two DTC's shown in Figure 5 will be evident in the front passenger seat control unit (0006)



Figure 5

IMPORTANT: The operative must conduct the Basic settings procedure to completion from 0006 Guided Functions

- 5) Check to confirm the passenger seat is operating to specification
- 6) Erase all DTC's
- 7) On completion - 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, boot and all doors
 - 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 driver's door
 - Switch on the ignition
- 8) Confirm the VIP seat adjust function is operating to specification - **Refer to the video titled - EC95 After update - Correct seat operation - The video is located on the Bentley Hub**
 - Should there be no operational issues, the operative should go to Step 10

However

Should there be any operational issues, the operative must raise a DISS query and await feedback before conducting any further work

- 9) Apply a white paint completion mark on the underside of the left hand rear door arrestor bracket (Figure 6)

Identification

White paint completion mark on the underside of the left hand rear door arrestor bracket (Figure 6)



Figure 6

▲ Repair instructions ▲ Notes