

## Field campaign

<b>Topic</b>	Emergency call module and communication unit (0075) - Software update - Dongle removal (SC24/13)
<b>Market area</b>	United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2073967/1
<b>Campaign number</b>	ED06
<b>Note</b>	
<b>Type</b>	
<b>US code</b>	

## Vehicle data

### Bentayga Series

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
ZV1*	2023	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	HT2	ZV	9	P	C	020813	020813		
SJA	AM2	ZV	8	M	C	033935	033935		
SJA	AR2	ZV	X	M	C	035395	035395		
SJA	AR2	ZV	1	M	C	036306	036306		
SJA	AR2	ZV	1	M	C	036323	036323		
SJA	AR2	ZV	0	M	C	036443	036443		
SJA	AM2	ZV	5	M	C	036890	036890		
SJA	AM2	ZV	4	M	C	038503	038503		
SJA	AM2	ZV	6	M	C	038731	038731		
SJA	AM2	ZV	5	N	C	011005	011005		
SJA	AM2	ZV	8	N	C	011340	011340		
SJA	AR2	ZV	X	N	C	012278	012278		
SJA	AM2	ZV	7	N	C	013158	013158		
SJA	AR2	ZV	1	N	C	014372	014372		
SJA	AM2	ZV	1	N	C	014760	014760		
SJA	AM2	ZV	8	N	C	016098	016098		
SJA	HT2	ZV	9	P	C	017250	017250		
SJA	HT2	ZV	5	P	C	017424	017424		
SJA	AM2	ZV	1	N	C	017660	017660		
SJA	HT2	ZV	0	P	C	018206	018206		
SJA	AT2	ZV	8	P	C	018729	018729		
SJA	AT2	ZV	0	P	C	019051	019051		
SJA	AR2	ZV	8	P	C	019295	019295		
SJA	AT2	ZV	0	P	C	020295	020295		
SJA	AT2	ZV	3	P	C	020503	020503		

## Documents

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

## Notes



### Technical background

#### **CAUTION**

The Bentley ODIS-S Brand version must be 2.32.3 (Or later)

ODIS will automatically default to DoIP when the Bentley ODIS-S Brand version is 2.32.3 (Or later)

- In the event the software update is conducted WITHOUT the use of DoIP (Diagnostics over Internet Protocol) failure may occur which can result in the replacement of the Emergency call module and communication unit - Diagnostic address 0075

#### **WARNING**

**WARNING: DO NOT UNDER ANY CIRCUMSTANCES ATTEMPT TO CONDUCT THE SOFTWARE UPDATE VIA THE CAN NETWORK - ONLY DoIP SHOULD BE USED WHEN PERFORMING THIS UPDATE**

### Remedy

The software update within the Work section is required to apply the latest software to the Emergency call module and communication unit - Diagnostic address 0075

The previously installed dongle (Figure 1) requires removal (Refer to the Work section for all instructions)



Figure 1

### Customer notification

Customers of affected vehicles will be notified by their Bentley retailer to arrange an appointment

Please ensure that all affected vehicles are checked and repaired at the nearest opportunity, make a note of the required action on the workshop order before it is signed by the customer

If it is omitted to perform the work required during a workshop visit, the customer should be notified immediately

You should also pass on this information to your new and used car sales department so that affected vehicles are checked and repaired immediately

### Warranty accounting instructions

Warranty type 710 or 790

Damage service number ED06

Damage code 00 66

Criterion ID 01

### Time to remove and refit the lower dashboard panel (Drivers side)

Labour Operation Code 68 18 19 00

Time 20 TU

### Time to remove the dongle

Labour Operation Code 68 18 21 52 (Use 99 index until 27/06/24)

Time 10 TU

### Software update

Labour operation code 01 51 00 00

Time As per ODIS log Must not exceed 60 Time units

#### CAUTION

In the event that DoIP is not used to conduct the update, damage can be caused to the Emergency call module and communication unit. In this scenario replacement of the Emergency call module and communication unit will not be covered under warranty

### Genuine parts

Not applicable

### Parts supply

Not applicable

### Parts despatch control

Not applicable

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## Repair instructions

 Notes

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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 green paint completion mark at the location shown in Figure 6

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

### Genuine parts

Not applicable

### Work

1) Referring to Rep.Gr 70 - Remove the lower dashboard panel (drivers side)

2) With care remove the dongle assembly (Figure 1) from the dashboard panel as follows:

- Disconnect the dongle plug from the diagnostic socket
- Remove the dongle assembly from the dashboard panel
- Take a clear photograph of the removed dongle ensuring the photograph clearly shows the dongle reference number

## CAUTION

DISCARD THE DONGLE ENSURING ALL LOCAL ENVIRONMENTAL GUIDELINES ARE FOLLOWED

- Attach the photograph to a non technical DISS query **Hint:** The non technical DISS query should be titled **SC24/13 dongle reference number**
- Confirmation must also be provided within the non-technical DISS query stating the dongle has been discarded and cannot be used / fitted again
- Remove the Velcro from the dashboard panel
- Using a suitable cleaning agent remove any remaining Velcro adhesive from the dashboard panel

3) Referring to Rep.Gr 70 - Refit the lower dashboard panel (drivers side)

## Software Version Management (SVM)



Before conducting the update the operative **MUST** ensure the following:

Flight mode **MUST** be activated when conducting the onward instructions - Vehicle self diagnosis > Address 0075 > adaption > basic functions connect > flight mode > activate

However

Transport mode **MUST** be deactivated

- 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 - Refer to Rep.Gr 27
- 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
- Do Not under any circumstances use a Bluetooth connection between the diagnostic tester and the interface to conduct the reprogramming (updating) of any control units

## Software Version Management (SVM)

### CAUTION

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### WARNING

**WARNING: DO NOT UNDER ANY CIRCUMSTANCES ATTEMPT TO CONDUCT THE SOFTWARE UPDATE VIA THE CAN NETWORK, ONLY DoIP SHOULD BE USED WHEN PERFORMING THIS UPDATE**

### CAUTION

**VERY IMPORTANT:** Before conducting the onward instructions / entering the SVM code, the operative **MUST** recheck the DoIP set up in ODIS and ensure that DoIP is selected (Figure 2) before proceeding

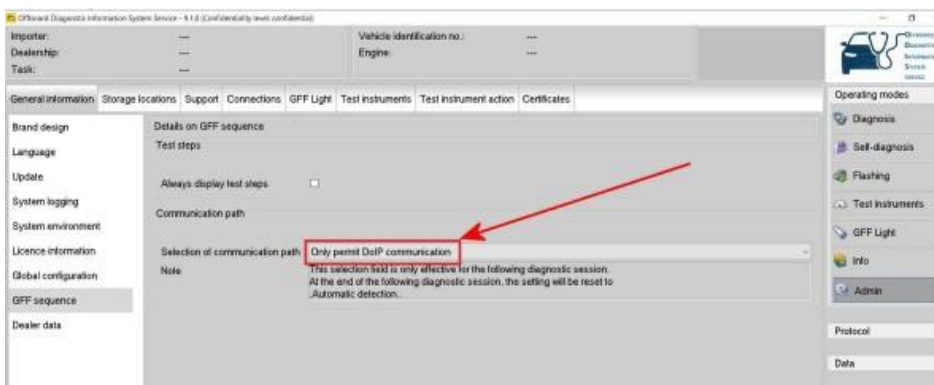


Figure 2



**VERY IMPORTANT:** Please be aware that the progress to update the Emergency call module and communication unit can appear to be slow in updating, this is expected DO NOT under any circumstances attempt to refresh or restart the update unless prompted by the tester, the operative MUST wait and follow all applicable on screen prompts



**VERY IMPORTANT:** Ensure the rear blinds are both fully lowered before proceeding

4) Select and run Guided fault finding

#### NOTICE

The operative must be aware that there are two different SVM codes depending on the model, please ensure the correct SVM code is used as detailed below

- Standard wheel base **4V075BTFIX01**
- Extended wheel base **4V175BTFIX01**
- Referring to Figure 3 - Within the Special functions tab select SVM - Code Input (A) then select Perform test (B)

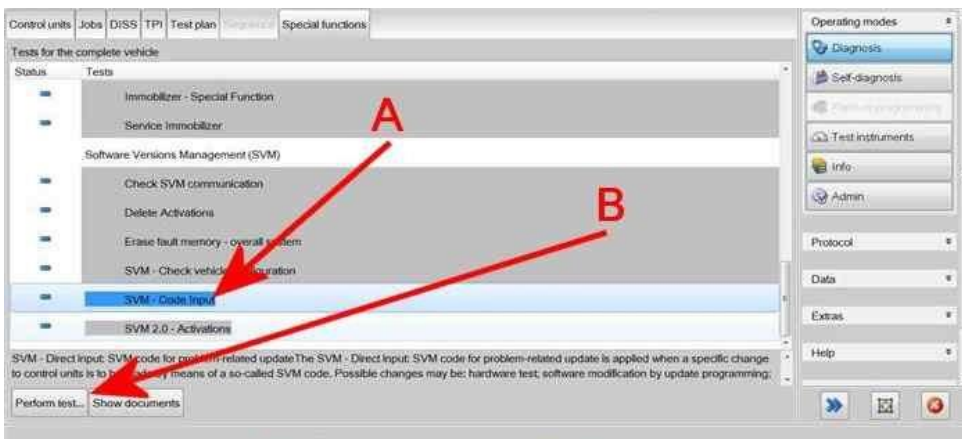


Figure 3

5) On the next screen enter the correct SVM code (Figure 4) depending on model as shown below

- Standard wheel base **4V075BTFIX01**
- Extended wheel base **4V175BTFIX01**



Figure 4

6) On the following screen, confirm the code - Then select Yes

- All control modules will be interrogated
- The SVM action will then take place (Figure 5)



Figure 5

7) Follow all on screen prompts until complete

- **Deactivate flight mode - Vehicle self diagnosis > Address 0075 > adaptations > basic functions connect > flight mode > deactivate**

8) 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

9) Re-connect the battery charger to the vehicle - For further information refer to Rep.Gr 27

10) Connect a suitable diagnostic machine with ODIS capability to the vehicle

- Carry out a Guided Fault Finding check (GFF)
- Erase all applicable DTC's



**Please ensure the non technical DISS query has been raised and submitted as instructed within step 2**

11) Apply a green paint completion mark on the brake pedal arm as shown in Figure 6



Figure 6

## Identification

Green paint completion mark at the location shown in Figure 6 confirms completion