

# Technical Service Bulletin

<b>Topic</b>	ODIS Error Message – Best Practice When Performing Baseline (BiL) Updates
<b>Market area</b>	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2078962/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Sep 16, 2025

## New customer code

Object of complaint	Complaint type	Position
vehicle service -> IT systems -> SVM (Software Version Management)	control modules, services -> error message	

## Vehicle data

### 24-26MY Bentayga | 25-26MY Continental GT/GTC/Flying Spur

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2024	E		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

## Documents

<b>Document name</b>
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master.xml

best\_practice\_guide.pdf

## Condition

### Workshop Findings:

During vehicle baseline (BiL) updates using ODIS, users may encounter various error messages. These errors can interrupt the update process and may be caused by issues related to the vehicle’s current configuration, communication faults, or problems with the SVM code being applied.

To support initial fault diagnosis, a best practice guide is attached to this TPI. It provides recommended checks and troubleshooting steps to help resolve common issues encountered during BiL updates.

## Technical Background

The ODIS diagnostic tool relies on accurate vehicle status and valid SVM codes to perform baseline updates. Errors may occur if:

- The vehicle is not in the correct state (e.g., ignition on, stable voltage).
- There are communication faults between the vehicle and diagnostic interface.
- The SVM code is incorrect or incompatible.
- Backend server or network issues are present.

Understanding these factors is key to resolving issues efficiently and avoiding unnecessary delays.

## Production Solution

Not applicable

## Service

Please refer to the best practice guide attached to assist with initial fault diagnosis when ODIS errors occur during BiL updates.

It includes:

- Common error messages and likely causes.
- Step-by-step troubleshooting actions.

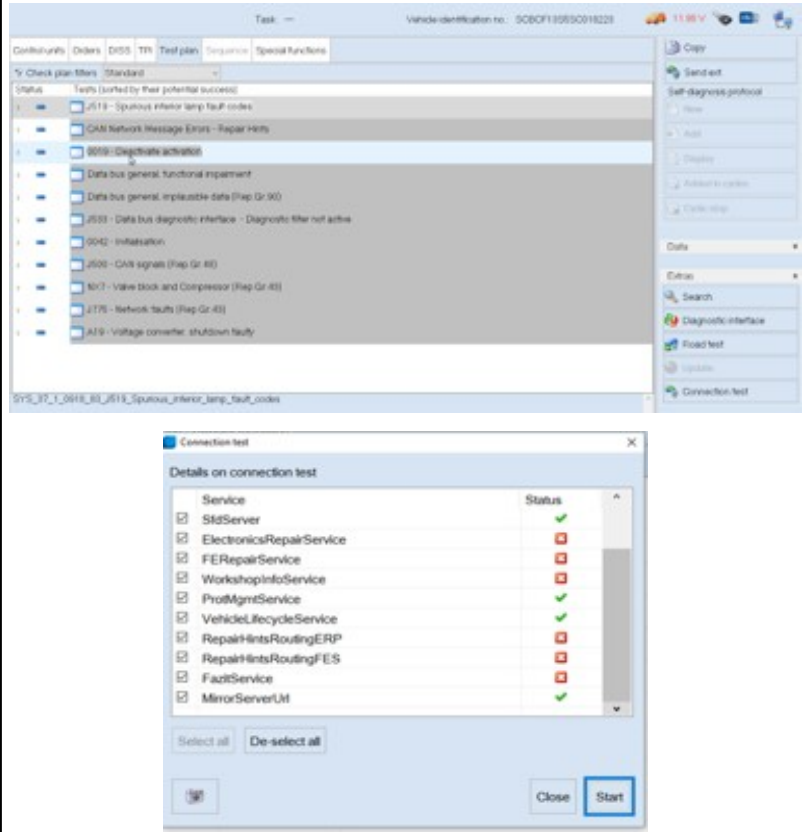
For specific faults including, Error 9999, Error Flash Container Linkage & Error 8118. Refer to the information below.

### Error 9999 – Best Practice

Step	Action	Images
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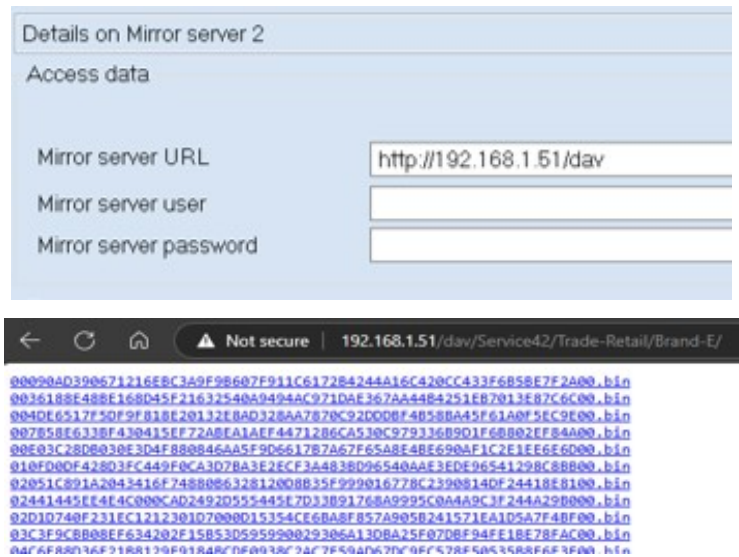
Check that the D3 Edge Box is connected

- Perform the 'connection test' within the extra menu
  - Navigate to "Extras" -> "Connection Test" -> Select "Bentley" (If Multi Brand) -> "Select ALL" -> Start
  - If the Mirror Server does not return a green ✓ -> Check your D3 setup and IP settings as per the next step.



Mirror Server Settings

- Check that the URL in the Mirror Server 2 is correct for the new D3 edge box.
  - Refer to "Operating Modes" -> "Admin" -> "Connections" -> "Mirror Server 2;;.
- Ensure that the URL is http://.. And NOT https://
- Enter the mirror server URL into a web browser, and ensure that the flash files are visible on the server.
  - Copy & paste the Mirror server address into a web browser e.g Microsoft edge) -> Navigate to the flash files location: XXX.

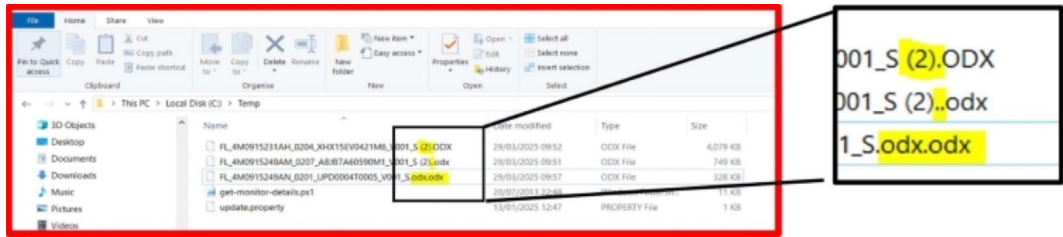


	XXX.X.XX/DAV /Service42/Trade- Retail/Brand-E/	
Issues with GRP Roles	<ul style="list-style-type: none"> <li>Ensure that your localised GRP administrator has assigned the correct roles for completing work in ODIS.</li> </ul>	N/A
Additional D3 Edge Box Support	<ul style="list-style-type: none"> <li>Depending on the retailer / brand / importer structure, there are different processes for D3 Edge Box Support. <ul style="list-style-type: none"> <li>If the D3 Edge Box is Bentley Supplied – Contact ODIS. Support@Bentley.co.uk</li> <li>If the D3 Edge Box is owned by another Group brand, contact the relevant support for that group brand.</li> </ul> </li> </ul>	N/A

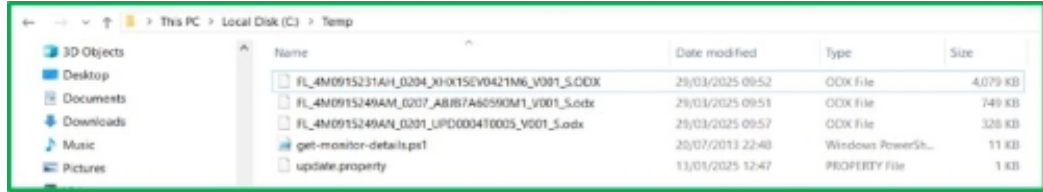
### Error – Flash Container Linkage

Type of Flash Container	Best Fixes
	<ul style="list-style-type: none"> <li>If a flash file is being used locally, eg ED40, ED42 download from atheer – this means that the flash container is extracted directly form the C:/temp folder on the users ODIS tester.</li> <li>If the flash files are downloaded incorrectly, or not extracted from the ZIP folders correctly, this means ODIS cannot identify the correct flash file.</li> </ul> <p>Example of Bad file structure / naming:</p>

Local Flash Containers (Using files from c:/temp)



- Duplicated Download Suffix
- Multiple or incorrect file extension types

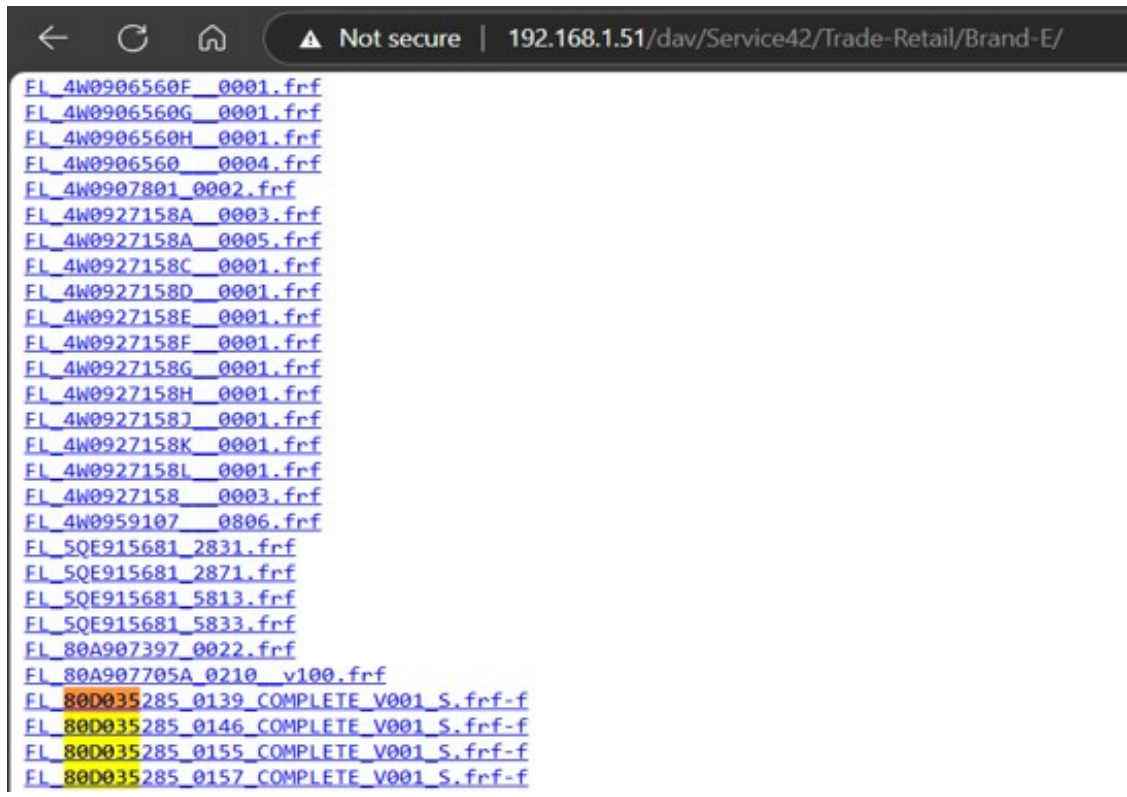


Type of Flash Container

Best Fixes

- When an ECU requires a software update through SVM, ODIS will pull the file from the mirror server/ D3 edge box.
- If the Flash Container can not to be linked, check if the files is present on the mirror server
- To do this:
  - Enter the mirror server URL into a web browser, and ensure that flash files are visible on the server.
  - Copy & paste the mirror server address into a web browser (eg Microsoft edge) -> Navigate to the flash files location: XXX.XXX.X.XX/dav/Service42/Trade-Retail /Brand-E/
- Then press 'ctrl' + 'f' and search the Mirror Server for that flash container.
- In this example, the FRF file is available to be flashed with ODIS:

Online Link Flash Containers (using an SVM Code)



**Error 8118 – Best Practice**

8118 Issues	Actions
Step 1	<ul style="list-style-type: none"> <li>Check that a suitable battery charger is connected – Low / Insufficient battery voltage can cause ECUs like the MIB (005F) to fall asleep and enter energy management mode</li> </ul>
Step 2	<ul style="list-style-type: none"> <li>Allow the vehicle to sleep, clear all DTCs and try again.</li> <li>The wireless mobile phone charger (00DE) is a common offender for not reporting the correct or any identification data. To fix this, allow a full CAN bus sleep, clear all DTCs and run a Read Identification data (to ensure its communicating, then repeat the SVM code input with a mobile phone on the charging pad to keep the ECU awake.</li> </ul>
Step 3	<ul style="list-style-type: none"> <li>If a specific ECU is reporting “general errors”, check the communication with the ECU. If it is OK try pulling the fuse to the ECU to perform a re-set (dependant on the Role of the ECU).</li> </ul>
	<ul style="list-style-type: none"> <li></li> </ul>

<p style="text-align: center;">Step 4</p>	<p>If the 8118 error persists after multiple sleep cycles, attempt a whole vehicle terminal 30 reset by removing the 12v battery for 15-20 minutes.</p> <ul style="list-style-type: none"> <li>– Ensure the battery charger is disconnected at this point.</li> <li>– Ensure the vehicle has reached a CAN sleep before removing the terminal 30 to all ECUs.</li> </ul>
<p style="text-align: center;">Step 5</p>	<ul style="list-style-type: none"> <li>• If the issue persists after the above steps, raise a full technical DISS query to the BIL update support team.</li> </ul>

**Additional Support**

If the issue persists after following the attached guide, please raise a Full Technical DISS query for further support from Bentley Product Support.

Best Practice Guide When Performing Baseline (BiL) Updates

Vehicle	SVM Code	Campaign (If Applicable)	Error Code	Initial Steps	Further Steps
All Baseline Relevant Vehicles	All Vehicle Baseline relevant SVM codes	All Baseline Update Software campaigns	8118	The error 8118 means that an ECU has the incorrect data for the vehicles baseline  At times ECUs will stop communicating - which can result in the error  Refer to "Error 8118 - Best Practice" in this TPI & TPI 2078962/-	If the issue persists raise a full technical DISS ticket and attach the VMT trace logs (stored on ODIS tester in C:\ProgramData\OS\trace_logs)
All Baseline Relevant Vehicles	All Vehicle Baseline relevant SVM codes	All Baseline Update Software campaigns	8113	Allow 15-minute CAN bus sleep, clear all DTCs and try the SVM code input again *Exceptions apply, such as ED18 and ED59  *If you encounter the error 8113 during the campaigns ED18 or ED59. This can be ignored as per the campaign instructions*	If the issue persists raise a full technical DISS ticket and attach the VMT trace logs (stored on ODIS tester in C:\ProgramData\OS\trace_logs)
All Baseline Relevant Vehicles	All Vehicle Baseline relevant SVM codes	All Baseline Update Software campaigns	8067	The SVM code used, is not applicable to this vehicles baseline  Check the SVM code is the code provided on the TPI or from Bentley Product Support	Raise a full Technical DISS ticket for the SVM code to be checked
All Baseline Relevant Vehicles	All Vehicle Baseline relevant SVM codes	All Baseline Update Software campaigns	8024	The SVM code does not match the vehicle class Check that the SVM code applied is correct  Flying Spur Mod Measures usually start with "373xx..." Continental GT & GTC usually start with "372xx..." Bentayga SWB usually start with "4V0xx" Bentayga EWB usually start with "4V1xx"	Raise a full Technical DISS ticket for the SVM code to be checked
All Baseline Relevant Vehicles	All Vehicle Baseline relevant SVM codes	All Baseline Update Software campaigns	8001	SVM code not found  Check that the SVM code applied is correct  Check for "O" and "0" in the SVM codes Use the Copy & Paste Function to reduce the chance of errors	Raise a full Technical DISS ticket for the SVM code to be checked
All Baseline Relevant Vehicles	All Vehicle Baseline relevant SVM codes	All Baseline Update Software campaigns	8065	Check the SVM code is the code provided on the TPI or from Bentley Product Support	Raise a full Technical DISS ticket for the SVM code to be checked
Continental GT/C Flying Spur	373ED40COM01 372ED40COM01  373BIL105701 372BIL105701  373ED4201	ED40 ED42  ED54 ED55 ED56	8088	Due to an issue with the configuration of DA 00A5, run the SVM code 37200A5ZDC01 (For Continental GT/ GTC) or 37300A5ZDC01 (for Flying Spur) to force the full re-configuration of the ECU  You may receive an error for the vehicle baseline for multipled ECUs, this can be ignored and the original SVM code re-attempted	Raise a full Technical DISS ticket for the error to be reviewed by Bentley Product Support
All Baseline Relevant Vehicles	All Vehicle Baseline relevant SVM codes	All Baseline Update Software campaigns	9999	Refer to the D3 edgebox section of this TPI & TPI 2078962/-	Raise a full Technical DISS ticket for the error to be reviewed by Bentley Product Support
All Baseline Relevant Vehicles	All Vehicle Baseline relevant SVM codes	All Baseline Update Software campaigns	Flash Container cannot be Linked	Refer to "Error - Flash Container Linkage" in this TPI and refer to & TPI 2078962/-	Raise a full Technical DISS ticket for the error to be reviewed by Bentley Product Support