

Field campaign

Topic	Bentayga - Battery Energy Control Module 2 software update (ASW 09.03) (SC16/27)
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2046108/1
Campaign number	EA65
Note	
Type	Service Campaign
US code	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2016	E		*	*	*
4V1*	2017	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prodto
SJA	***	**	*	*	C	000001	015319		

Documents

Document name
master.xml

Notes

▪ Repair instructions

Technical background

Error in software during shut down – module 21 not visible in diagnostic log

Remedy

Software update to 21 - Battery Energy Control Module 2

Customer notification

Customers do not need to be informed directly of this campaign. Please ensure that all affected vehicles are checked and repaired during the next service visit. You should also inform your new and used car sales departments so that the vehicles affected can be checked and, if necessary, repaired immediately (and not just before sale)

Warranty accounting instructions

Software update only

Warranty Type	790 or 710
Labour Operation Code	01 29 00
04 Damage Service Number	EA65
Damage Code	00 66
Time	40 TU
Criteria ID	01

Software update & road test

Warranty Type	790 or 710
Labour Operation Code	93 03 49
99 Damage Service Number	EA65
Damage Code	00 66
Time	50 TU
Criteria ID	01

Genuine parts

Parts supply

Parts despatch control

Technical background

Error in software during shut down – module 21 not visible in diagnostic log

Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa Pro), check for the presence of a yellow campaign completion mark on the top of the relay box adjacent to the right hand bonnet hinge (see Figure 7) should neither be evident carry out the required work in accordance with these instructions

Genuine parts

Work

Prior to performing the following campaign module 21 must be visible in diagnostics and be serviceable

If the vehicle is already exhibiting the failure mode, module 21 not visible in diagnostic log, then a hard reset of the vehicles electrical system will be required ensuring module 21 is visible. To perform a hard reset of the vehicles electrical system disconnect and reconnect the vehicle battery refer to workshop manual Rep.Gr.27.

After the hard reset, a short road test is required during which the vehicle road speed must exceed 30 MPH. Post this road test check module 21, module D4 and module D5 for DTC's. If no DTC's are present in the three modules then it is OK to continue and perform the software campaign.

If during the road test Bentley Dynamicride warning illuminated and DTC B10CD00 displays in module 21 or D4 or D5 then the Super capacitor must be replaced Rep.Gr.27. When this is the case the replacement Super capacitor will already contain the latest software and therefore the vehicle will not require this software campaign.

1. Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure



Figure 1

2. Ensure the ignition key is located in the remote control key reader and switch on the ignition (see Figure 1)
3. Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket. **Note:** Hardwire connections should be used between the diagnostic tool and the OBD socket and when connecting broadband to the diagnostic tool
4. From the diagnostic tool main desktop select Off board Diagnostic Information System
5. Select – Start diagnosis
6. Select – Model/ Engine
7. Select *guided fault finding* to check and clear the vehicle of any fault codes. NOTE: At this stage when requested to *Make a Target/Actual comparison* do not perform this action select NO

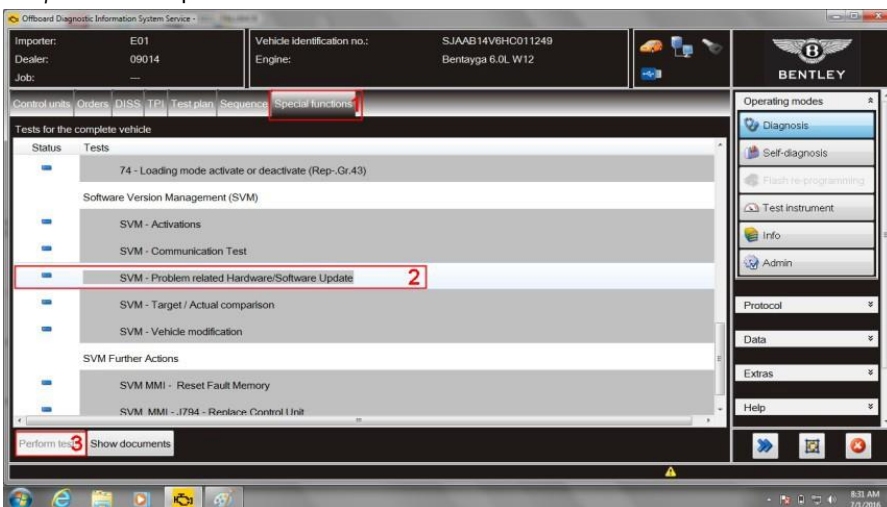


Figure 2

8. Select *Special functions* (1), Select *SVM – Problem related Hardware/Software Update* (2), Select *Perform test* (3) (see Figure 2)

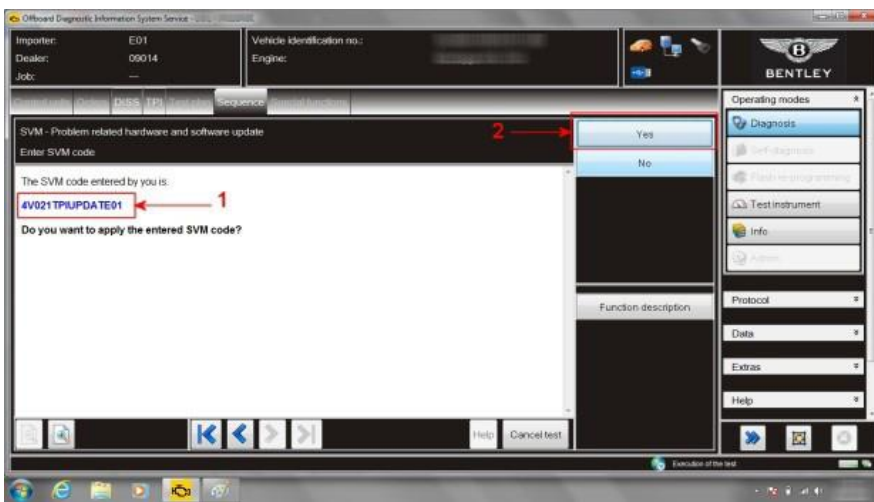


Figure 3

9. At SVM screen enter (1) the specific SVM code 4V021TPIUPDATE01 and then Yes (2) (see Figure 3)
10. Check you have entered the correct SVM code and select Yes
11. If prompted enter your global user ID and password
12. Follow the on screen prompts to continue through the procedure, identification data will be transferred



Figure 4

13. Once software that requires changing is detected select Done/Continue (see Figure 4). Follow prompts the online connection will deliver the required software to the tester

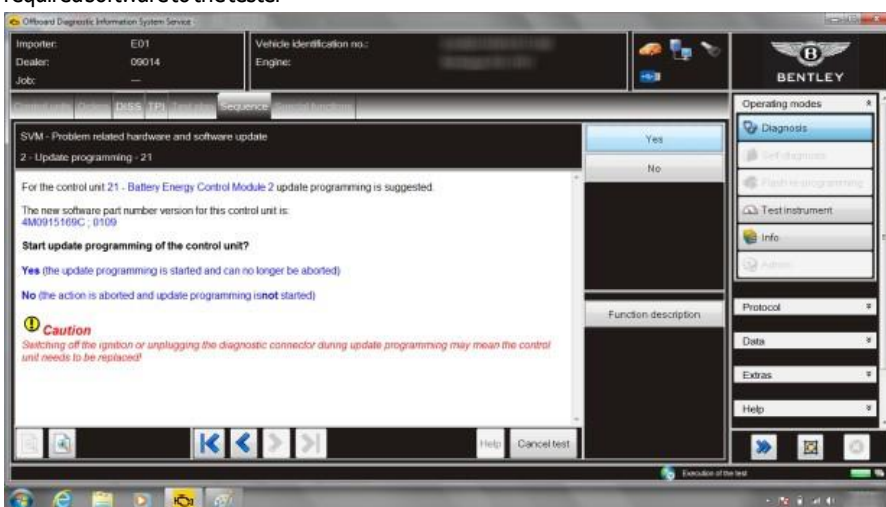


Figure 5

14. Select Yes at Update programming 21 to update 21 – Battery Energy Control Module 2 (see Figure 5)
15. During update a progress bar will be displayed
16. Once the battery energy control module 2 is updated an automatic SVM will take place

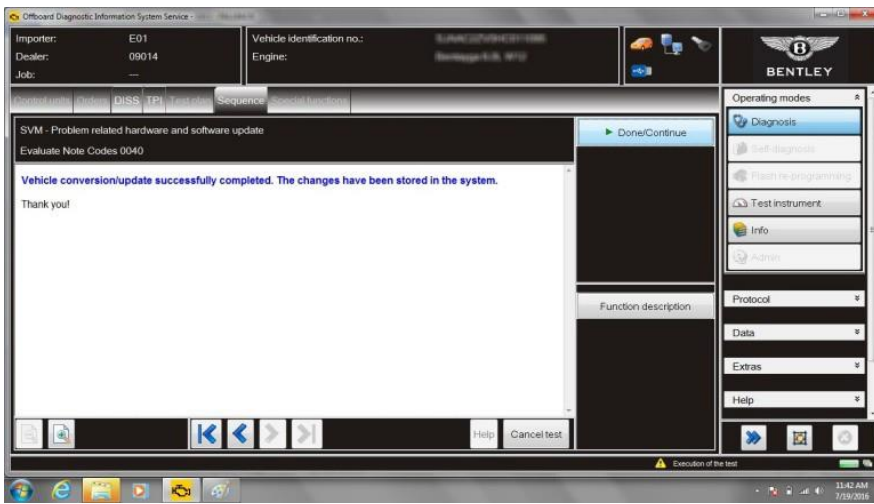


Figure 6

17. Select Done/Continue at successfully complete to finalise the update (see Figure 6)
18. Select *Guided fault finding* to check and clear the vehicle of any fault codes generated as a result of performing this campaign. Note: When requested to *Make a Target/Actual comparison* this action should be performed, select YES
19. On completion apply a yellow campaign completion mark to the top of the relay box adjacent to the right hand bonnet hinge (see Figure 7)

Identification



Figure 7