

## Technical product information

<b>Topic</b>	'Instrument cluster: fault' on Drivers Instrument Panel . Fault code 'B200041-Control module faulty' stored
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2051860/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0017 - Dash Board	B200041: Ctrl. module faulty		static
0017 - Dash Board	B200041: Ctrl. module faulty		Intermittent

### New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI) -> text message display -> text message: fault in instrument cluster	functionality -> activates	

### New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> instrument cluster, displays, display panels -> instrument cluster	control units, services -> software fault	

## Vehicle data

### Bentayga

#### Sales types

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

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	C	013153	016772		

#### Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0017 - Dash Board	36A.920.770	0038	36A.920.770	H08
0017 - Dash Board	36A.920.770	0038	36A.920.770	H09
0017 - Dash Board	36A.920.770	0038	36A.920.770	H10
0017 - Dash Board	36A.920.770	0038	36A.920.770	H11
0017 - Dash Board	36A.920.770.A	0038	36A.920.770.A	H08
0017 - Dash Board	36A.920.770.A	0038	36A.920.770.A	H09
0017 - Dash Board	36A.920.770.A	0038	36A.920.770.A	H10
0017 - Dash Board	36A.920.770.A	0038	36A.920.770.A	H11
0017 - Dash Board	36A.920.870	0038	36A.920.870	H08
0017 - Dash Board	36A.920.870	0038	36A.920.870	H09
0017 - Dash Board	36A.920.870	0038	36A.920.870	H10
0017 - Dash Board	36A.920.870	0038	36A.920.870	H11
0017 - Dash Board	36A.920.870	0038	36A.920.870	H11
0017 - Dash Board	36A.920.970	0038	36A.920.970	H08
0017 - Dash Board	36A.920.970	0038	36A.920.970	H09
0017 - Dash Board	36A.920.970	0038	36A.920.970	H10
0017 - Dash Board	36A.920.970	0038	36A.920.970	H11

## Documents

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

## Customer statement / workshop findings

### Customer statement:

Message on Drivers Instrument Panel;

Instrument cluster: fault limited warning messages, contact your Bentley dealer.



### Workshop findings:

Fault code '**B200041- Control module faulty**' stored in **address 17- Dash Board (Kombi)**.

## Technical background

Software error in **address 17- Dash Board (Kombi)**.

## Production change

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## Measure

Check the software level of **address 17- Dash Board (Kombi) control unit**

**ODIS tester:** → Address 17-Dash Board (Kombi) → Guided Functions → Read identification data

**Only the combinations in the table are affected by this**

### TPI Measure:

**Update the software of address 17- Dash Board (Kombi) control unit according to the following table.**

Old part number	Old software version	New part number	New software version
36A920770 (RoW)	0038	36A920770 (RoW)	0040
36A920770A (GCC)		36A920770A (GCC)	
36A920870 (USA)		36A920870 (USA)	
36A920970 (UK)		36A920970 (UK)	

## Requirements

- **Makesure that a battery charger is connected to the vehicle battery.**
- **Place the vehicle key in the storage slot of the centre console.**

The following update procedure takes place via the MIB unit using SD card WT 10516.

1. Fit the SD card in SD1 slot of the Multimedia system drive, located in the glove box (see Figure 1)



Figure 1

2. Press the **home** button of the infotainment screen (see Figure 2)



Figure 2

3. Press and hold (1) **Return** button first and then immediately press and hold (2) **MEDIA** button on the infotainment unit keep both buttons pressed until the *Developer* menu (*SWDL*) screen is displayed (see Figure 3 and 4).



Figure 3



Figure 4

4. Select the **Software download** option (see Figure 4).

5. Select **SD Card 1** (see Figure 5).



Figure 5

6. Select **Standard** (see Figure 6).



Figure 6

7. Select **Startupdate** (see Figure 7).





Figure 7

8. Select **Start update** again on the following screen

9. The update will now take place, the screen may go blank for short periods, various data will be displayed (see Figure 8).



Figure 8

10. When the components have been updated, the 'Device summary' screen is shown. All updated components should be marked [ OK ] or [ - ] (see Figure 9)

- If any components are marked [NOK] press *Try again* (A)
- If all components are marked [ OK ] or [ - ], then press *Continue* (B)



Figure 9

11. On the following screen press **Cancel version compare** (see Figure 10).



Figure 10

12. To finish the update, select and complete the following action;

- **ODIS tester:** → special functions → SVM-problem related Hardware/software update → 2. Enter SVM code: **4V017KOMBI40**

To confirm correct installation of the new software select;

**ODIS tester:** → Address 17-Dash Board (Kombi) → Guided Functions → Read identification data

Confirm that the new **software version** is 0040.

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**Remove SD card from MIB unit after repair.**

### Warranty accounting instructions

Warranty Type            110 or 910  
Labour Operation Code    01 29 00 05  
Damage Service Number    90 25  
Damage Code            00 40  
Time                      50 Time units

### Parts information

Description	Part number
SD card	WT 10516