Technical product information

Topic	Unable to set the memory for the passenger exterior door mirror when reversing
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2064708/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> exterior mirror control	functionality	

Vehicle data

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Unable to set the passenger side exterior mirror memory when reversing (as per the instructions within the owner handbook)

Technical background

Refer to the Measure section of this TPI

Production change

Owner handbooks for later vehicles/models will be revised

Amended owner handbooks or addendums will not be available for this particular issue

Measure

General information for the reprogramming:

• *The closed-circuit voltage of the vehicle must be at least 12.5 V during the reprogramming. Connect the battery of the vehicle to an external power supply. For further information see the Maintenance manual.*

• *During the reprogramming switch off all unnecessary consumers (ventilation, seat heater, inside light).*

• *Because of the highest transmission stability we recommend the use of the diagnosis interface VAS 6154 (WiFi diagnostic tool) only in the 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.*

<u>Software update</u>

1) Select and run Guided fault finding

• Within the Special functions tab - Select SVM Problem related Hardware/Software update then select Perform test (Figure 1).
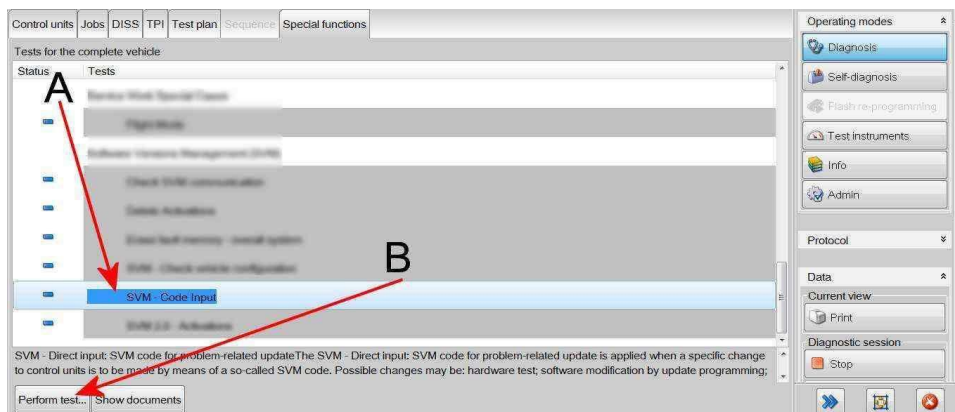

Figure 1

2) On the next screen enter the SVM code 37152JW01 and select *Adopt* (Figure 2).
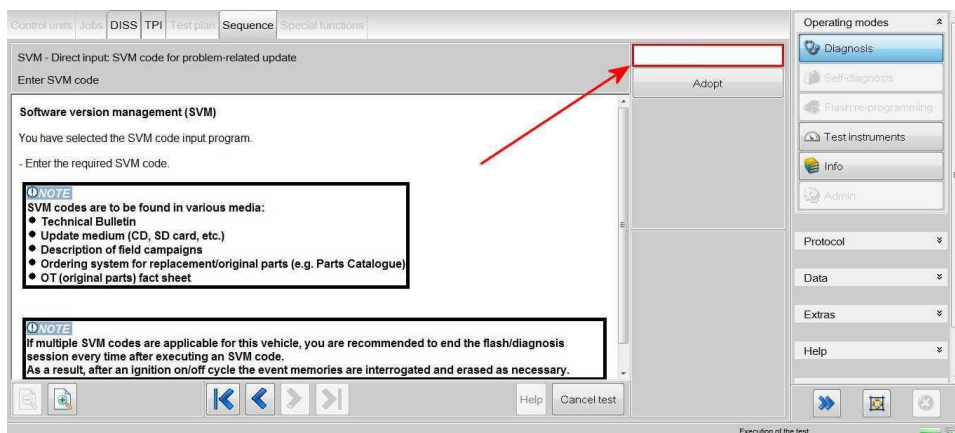

Figure 2

3) On the following screen, confirm the code is correct then select - Yes.

• All control modules will now be interrogated, follow all on screen prompts.

• The update will then begin

4) Follow all remaining on screen prompts until completion

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After the programming is complete, a bus silence is required (10 minutes), carry out the following steps in the order stated below:

- 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 and all doors, then lock the vehicle

- Wait 10 minutes to allow the vehicle to go into bus silence

- When 10 minutes has elapsed, unlock the vehicle and open the driver's door

- Switch on the ignition

- Confirm that the gear selection is possible

- Follow all remaining on screen prompts until completion

5) Erase all DTC's

6) Refer to the customer information section - Check exterior mirror functionality

7) Raise a non technical DISS query stating that the instructions within this TPI have successfully been completed including the application of SVM code 37152JW01

Warranty accounting instructions

Warranty type   110 or 910

Damage service number 66 57

Damage code   00 40

Labour

Labour operation code   01 51 00 00

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

Customer information

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Memory for passenger side exterior mirror (when reversing)

If the rotary knob for adjusting the exterior mirror is positioned towards the passenger side, When R-Reverse is selected the front passenger side exterior mirror automatically moves to a pre-programmed position. This provides a better rearward view when parking.

The following procedure should be followed to store the mirror position:

1) Switch on the ignition and start the engine

2) Turn the mirror adjustment knob to the passenger side position

3) Select reverse gear

4) Adjust the front passenger exterior mirror to show, the kerb area for example

5) Carry out the reversing manoeuvre

6) Use the gear selector lever to select another gear and drive off as normal. The new position will be saved when the lever is moved out of reverse position

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NOTE: If a forward gear lever is not selected then an ignition cycle is required to store the new position