

## Technical product information

<b>Topic</b>	Rear heated arm rest feature is incorrectly displayed within the TSR
<b>Market area</b>	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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2068557/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
body fixtures and fittings -> operation and control, seats, seatbench, armrests, 2nd row	functionality	

## Vehicle data

### Bentayga EWB

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZV1*	2023	E		*	*	*

## Documents

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

## Customer statement / workshop findings

Rear heated arm rest feature is incorrectly displayed within the TSR

## Technical background

Vehicles with PR codes 98B + 5KA do not show the heated arm rest feature within the TSR. If coded incorrectly the vehicle will not show the feature within the TSR resulting in the feature not being operational.

Vehicles with PR codes 98B + 3NL incorrectly show the heated arm rest feature within the TSR. If coded incorrectly the vehicle will incorrectly show the feature within the TSR resulting in the feature not being operational.

In the event the issue is as described please check Elsa Pro to confirm that SC22/36 is applicable to your particular VIN, in the event that SC22/36 is applicable please refer to the instructions within the SC22/36

However in the event that SC22/36 is not VIN applicable and the symptoms described are evident the operative must conduct the instructions within the Measure section to update Address 08 - Air conditioning control unit

## Production change

Under investigation

## Measure

General information for the reprogramming:

- 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. For further information refer to the Repair manual
- During the update switch off all unnecessary consumers (ventilation, seat heater, interior illumination etc) ensure the main light switch is set to 'off'
- Because of the highest transmission stability you MUST use the diagnosis interface VAS 6154 (WiFi diagnostic tool) ONLY in 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
- Do Not under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of any control units

### 1. Select and run Guided fault finding

- Within the Special functions tab select 'SVM – Code Input' then select Perform test (Figure 1)

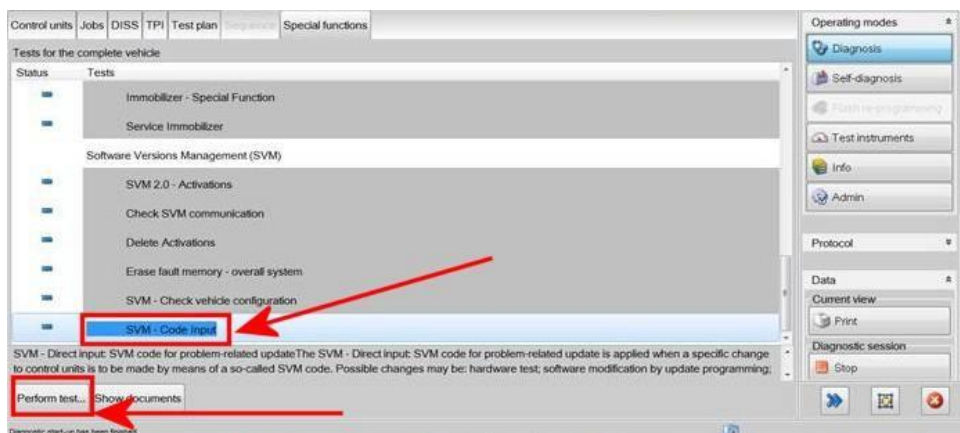


Figure 1

### 2. Referring to Figure 2 (Point A) enter SVM code 4V1HTDARM01

- Select Adopt (Point B)

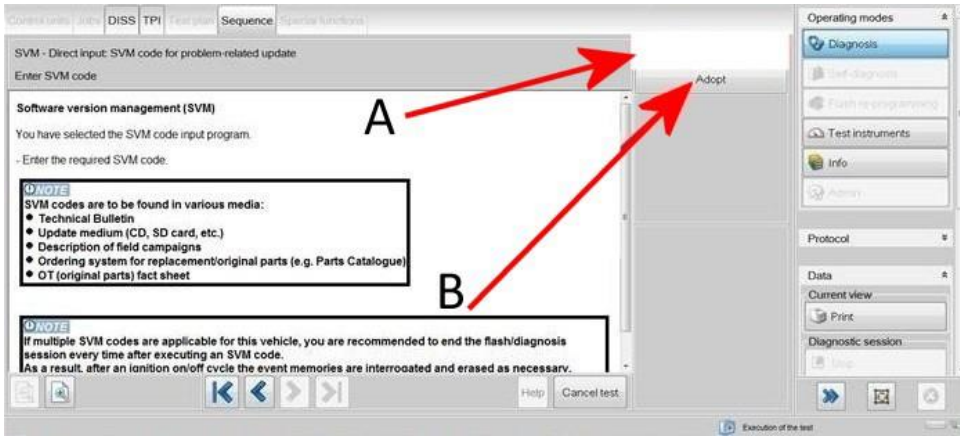


Figure 2

3. Follow all remaining on screen prompts

- Once complete a message will be displayed confirming that all actions have been completed successfully
- Follow on screen prompts until program end

4. After the update programming is complete, perform a CAN sleep, 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 5 minutes so that the vehicle goes into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition
- Confirm gear selection is possible

5. On completion – Raise a non-technical DISS stating the following:

- SC22/36 was not VIN applicable although the symptoms described were evident
- SVM code 4V1HTDARM01 was successfully applied

### Warranty accounting instructions

Warranty type 110 or 910

Damage service number 87 11

Damage code 02 02

### Labour

Labour operation code 01 51 00 00

Time As per the ODIS log (Must not exceed 30 time units)