Technical product information

Торіс	Rear heated arm rest feature is incorrectly displayed within the TSR
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.	2068557/1
Level	EH
Status	Approval
Release date	

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

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

Documents

Document name master.xml

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)

Control unit	s Jobs DISS TPI Test plan Special functions	Operating modes	*
Tests for th	e complete vehicle	Diagnosis	
Status	Tests	🎽 Self-diagnosis	
-	Immobilizer - Special Function	C Flathie on Street	
-	Service Immobilizer	Test instruments	
	Software Versions Management (SVM)		-1
-	SVM 2.0 - Activations	1 Into	-1
-	Check SVM communication	Admin	
-	Delete Activations	Protocol	
-	Erase fault memory - overall system	Data	
	SVM - Check vehicle configuration	Current view	
-	SVM - Code Input	3 Print	
SVM - Dire to control u	ct input: SVM code for problem related update The SVM - Direct input: SVM code for problem-related update is applied when a specific change nits is to be made by means of a so-called SVM code. Possible changes may be: hardware test; software modification by update programming,	Diagnostic session	
Perform te	st., Show documents	> 🛛 🔇)
Diagnostic start-	up has been trained.		

Figure 1

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

SelectAdopt(PointB)

DISS TPI Sequence	Operating modes *
SVM - Direct input: SVM code for problem related undate	😌 Diagnosis
Enter SVM code	Adopt
Software version management (SVM)	C Fush recognitioned
You have selected the SVM code input program.	Ca Test instruments
- Enter the requised SVM code.	📦 Info
SVM codes are to be found in various media: • Technical Bulletin	Q Amm
Update medium (CD, SD card, etc.) Description of field campaigns Ordering system for replacement/original parts (e.g. Parts Catalogue) OT (original parts) fact sheet	Protocol 8 Data A
B/	Current view
Q.MOTE	3 Print
If multiple SVM codes are applicable for this vehicle, you are recommended to end the flashidlagnosis session every time after executing an SVM code. As a result after an innition on/off cycle the event memories are interrocated and erased as necessary.	Diagnostic session
Cancelt	st 🔉 😥 🙆
	Execution of the test

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
- Confirmgear selection is possible
- 5. On completion Raise a non-technical DISS stating the following:
- SC 22/36 was not VIN applicable although the symptoms described were evident
- SVM code 4V1HTDARM01 was successfully applied

Warranty accounting instructions

110 or 910
er 87 11
02 02
01510000
As per the ODIS log (Must not exceed 30 time units)