



BENTLEY

Bentley Bulletin

Aftersales

26-008

January 20, 2026

To: Parts & Service, Sales & Marketing
Subject: USA RECALL CAMPAIGN – Bentley Bentayga Hybrid – Software Update
for HV Battery Management Controller (RE25/46, RD74)

This letter is to initiate a recall campaign to install new software on specific Bentley Bentayga Hybrid vehicles manufactured between February and December 2023.

This letter will provide you with all the information to explain why this recall is being initiated, the actions you are required to take and provide you with the appropriate administrative details.

Bentley has been informed that a defect may be present in the cell modules of the 48Ah High Voltage Battery, which could result in overheating during charging.

Overheating of the battery modules during charging (or shortly afterwards) could lead to thermal propagation. There have been no reported issues on any Bentley vehicles, however, Bentley Motors, Inc. are undertaking this action as a precautionary measure. It is anticipated that a very small number of high voltage batteries/modules may require replacing, if issues are detected by the new software after installation.

Owners of affected vehicles have been notified in writing. Attached is a sample letter that has been sent directly to owners.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

IT IS A VIOLATION OF FEDERAL LAW FOR DEALERS TO DELIVER TO CUSTOMERS NEW VEHICLES IN THEIR INVENTORY AFFECTED BY THIS NOTIFICATION UNTIL THESE VEHICLES ARE REMEDIED.

DEALERS SHOULD NOT SELL, LEASE, RENT, OR LOAN ANY NEW OR USED VEHICLES IN DEALER INVENTORY AFFECTED BY THIS NOTIFICATION PRIOR TO REMEDY. DEALERS GROUNDING LEASE RETURNS SHOULD REMEDY ALL AFFECTED GROUNDED VEHICLES.

Attached is a Bentley Technical Product Information (TPI) document, which details the procedure which must be followed exactly.

It is not necessary to contact us for authorisation. We will take our records from your warranty claim which must be generated and submitted immediately upon completion of the work. You are reminded that claims for recalls cannot contain any other warranty repairs. The warranty code and repair time are quoted within the TPI.

It is to our mutual advantage that this recall campaign goes as smoothly as possible. Should you have any questions concerning this recall, please contact your ASM. Please direct press inquiries to Erin Bronner at erin.bronner@bentley-usa.com.

IMPORTANT SAFETY RECALL



BENTLEY

DATE

Name

Address

Address

This notice applies to your vehicle,

Vehicle Identification Number (VIN): <<VIN>>

Model Year/Model: <<MODELYEAR MODEL>>

NHTSA: 25V81 I

Dear Name,

RE: SAFETY RECALL – Software Update for HV Battery Management Controller (RE25/46)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Bentley Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 model year Bentley Bentayga Hybrid vehicles. Our records show that you are the owner of one of these vehicles.

What is the issue

On certain vehicles, Bentley has been informed that a defect may be present in the cell modules of the 48Ah High Voltage Battery, which could result in overheating during charging. Overheating of the battery modules during charging (or shortly afterwards) could lead to thermal propagation, which increases the risk of fire.

What will we do?

To correct this defect, your authorized retailers will install new software that introduces diagnostic improvements for the high voltage battery. This repair will take approximately two (2) hours to complete and will be carried out free of charge. It is anticipated that a very small number of high voltage batteries/modules may be required if issues are detected by the new software after installation.

What should you do?

Please telephone your authorized Bentley dealer without delay to schedule a repair appointment. Your dealer has all the necessary instructions to perform this important safety repair to your satisfaction.

Precautions you should take

You can continue to use your vehicle, however, to avoid any potential risks we request that you temporarily do not charge the high-voltage battery using external charging sources, and do not use the vehicle's "Battery Hold" mode (please refer to Owner's Handbook), until the

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IMPORTANT SAFETY RECALL



BENTLEY

workshop action has been completed. The high-voltage battery in your vehicle is charged through recuperation while you are driving (energy recovery under braking). Please note that this function of the plug-in hybrid drive is not affected. We encourage all customers to arrange an appointment with their retailer as soon as possible.

Lease vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.

Can we assist you further?

If you have any questions, require any assistance or if you would like us to address any concerns that you may have, please telephone our dedicated Customer Service team at: 1 800-777-6923.

In the event your authorized Bentley dealer fails or is unable to remedy the defect free of charge within a reasonable time, you may also submit a complaint to: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY:1-888-275-9171); or go to:

<http://www.nhtsa.gov>.

What if I no longer own the vehicle?

If you no longer own this vehicle, and have the address for the current owner, please forward this letter to the new owner within 10 days of receipt. If you don't know the new owner, please contact our Customer Services team at: 1 800-777-6923.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Yours Sincerely,

Michael Coates
Director, Aftersales

Field campaign

Topic	Software Update For HV Battery Management Controller Bentayga Hybrid 23MY (RE25/46)
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2080135/1
Campaign number	RD74
Note	
Type	
US code	

Vehicle data

23MY Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2023	E		*	*	*

Documents

Document name
master.xml
re2546vinlist.pdf

RD74

Transaction No.:

2080135/1

Software Update For HV Battery Management Controller | Bentayga Hybrid |
23MY (RE25/46)

Release date: Jan 15,
2026

Notes



Technical background

On certain 23MY Bentley PHEV vehicles produced within a defined manufacturing period (23/02/23 and 15/12/23), a defect may be present in the cell modules of the 48Ah High Voltage Battery. If such a defect is present, it may pose a fire risk during high voltage battery charging.

Remedy

A software update must be performed on the affected vehicles. The instructions within the 'Work' section must be conducted to completion.

Important Notice Regarding HV Battery Diagnostics

The upcoming software update may identify potential issues with the high-voltage (HV) battery. If such an issue is detected, the Malfunction Indicator Lamp (MIL) may illuminate after a certain number of charge cycles or within approximately two weeks following the update. In these cases, the battery may require replacement of the entire unit or specific modules.

In these cases, a full technical DISS query must be raised in accordance with the procedure outlined in TPI 2080411/–.

Customer notification

Customers of affected vehicles will be notified in writing by their Bentley retailer to arrange an appointment.

Please ensure that all affected vehicles are checked and repaired at the nearest opportunity, make a note of the required action on the workshop order before it is signed by the customer.

If it is omitted to perform the work required during a workshop visit, the customer should be notified immediately.

You should also pass on this information to your new and used car sales department so that affected vehicles are checked and repaired immediately.

Warranty

Warranty type 710 or 790

Damage service number RD74

Damage code 00 99

Criterion ID 01

Software Update (SVM)

Labour Operation Code – 01 51 00 00

Time – As per ODIS log (must not exceed 50 TU)

Parts

Not applicable

Parts supply

Not applicable

Parts despatch control

Not applicable

Questions and answers

1. What is the specific issue with the affected vehicles?

On 23MY Bentayga Hybrid vehicles, a defect may be present in the cell modules of the 48Ah HV battery.

2. What repercussions does the fault have?

Overheating of the battery modules during charging (or shortly afterwards) could lead to thermal propagation. There have been no reported issues as a result of this concern on Bentley vehicles.

3. Which vehicles are affected?

A very specific number of 23MY Bentayga Hybrid vehicles are affected, produced between 23/02/23 and 15/12/23. Other Hybrid vehicles are not affected.

4. Are all models affected by the fault?

No, based on the supplier's declared production period, this is only a very specific number of 23MY Bentayga Hybrid vehicles.

5. Can customers continue to drive the cars?

Yes, you can continue to use your vehicle, however, to avoid any potential risks we request that you temporarily do not charge the high-voltage battery using external charging sources, and do not use the vehicle's "Battery Hold" mode (please refer to Owner's Handbook), until the workshop action has been completed. The high-voltage battery in your vehicle is charged through recuperation while you are driving (energy recovery under braking). Please note that this function of the plug-in hybrid drive is not affected. We encourage all customers to arrange an appointment with their retailer as soon as possible.

6. What is the fix?

Bentley authorised retailers will install new software with improved diagnostics and early detection of HV battery cell self-discharge. This may take up to two hours to perform.

7. Do I have to make an appointment?

Yes, that's important. Customers need to contact their retailer immediately.

Repair instructions



Technical background

On certain 23MY Bentley PHEV vehicles produced within a defined manufacturing period (23/02/23 and 15/12/23), a defect may be present in the cell modules of the 48Ah High Voltage Battery. If such a defect is present, it may pose a fire risk during high voltage battery charging.

Check

Check if the vehicle is already listed as repaired in "Repair history" (in ElsaPro).

Please also refer to the "Identification" section and check if a paint identification mark is evident in the vehicle.

If the vehicle is not shown in ElsaPro as repaired, and the identification mark is not present, please conduct the instructions within the 'Work' section to completion.

Parts

Not applicable

Work

Performing Software Update



CAUTION

The Bentley ODIS-S Brand Version **MUST** be at least 2.35.10 (or higher).



CAUTION

Before conducting the onward instructions, the operative **MUST** recheck the communication method in ODIS and ensure that DoIP is selected before proceeding. Within ODIS-S, perform the following:

- On the right hand side, select the "Admin" tile (Within 'Operating modes')
- Select "GFF sequence" (Within 'General information' section)
- Under the "Selection of Communication path" drop-down menu, select "Only permit DoIP communication".



CAUTION

DO NOT, UNDER ANY CIRCUMSTANCES, ATTEMPT TO CONDUCT THE SOFTWARE UPDATE VIA THE CAN NETWORK. ONLY DoIP SHOULD BE USED WHEN PERFORMING THE SVM UPDATE.



CAUTION

You **MUST ONLY** use the Diagnosis Interface VAS 6154 (WiFi Diagnostic Tool) in USB OPERATION or the CABLE-CONNECTED VAS 5055 for the reprogramming (updating) of the control units.

- If neither of these units are available, the VAS 5054 (A) may be used in USB MODE.
- **DO NOT** under any circumstances use a Bluetooth connection to conduct the reprogramming (updating) of any control units.

Battery Charger

CAUTION

ONLY Chargers that meet the approved specification on the Mandatory Equipment List (available on the Bentley Hub) **MUST** be used.

- The charger must be set to a mode where a **MINIMUM** of 90a is supplied to the battery during the process. Typically, this is known as 'Power Supply Mode' or 'DIAG+ Mode'.
- A voltage of exactly 13.5v must be set and maintained throughout the process.
- Please refer to the manual to ensure that these requirements are met before beginning any SVM update.

Preparation Before Update

WARNING

Hybrid Vehicles use a High Voltage System and therefore **MUST ONLY** be worked on by suitable personnel

CAUTION

During the update, switch off all unnecessary consumers. For example, ventilation, seat heaters, interior illumination, exterior lights ect.

Conduct a full guided fault find of the vehicle.

Address any unknown faults **BEFORE** conducting any of the below updates.

Ensure that the correct battery charger is connected to the vehicle. – Refer to the "Battery Charger" Section above.

SVM Code Input

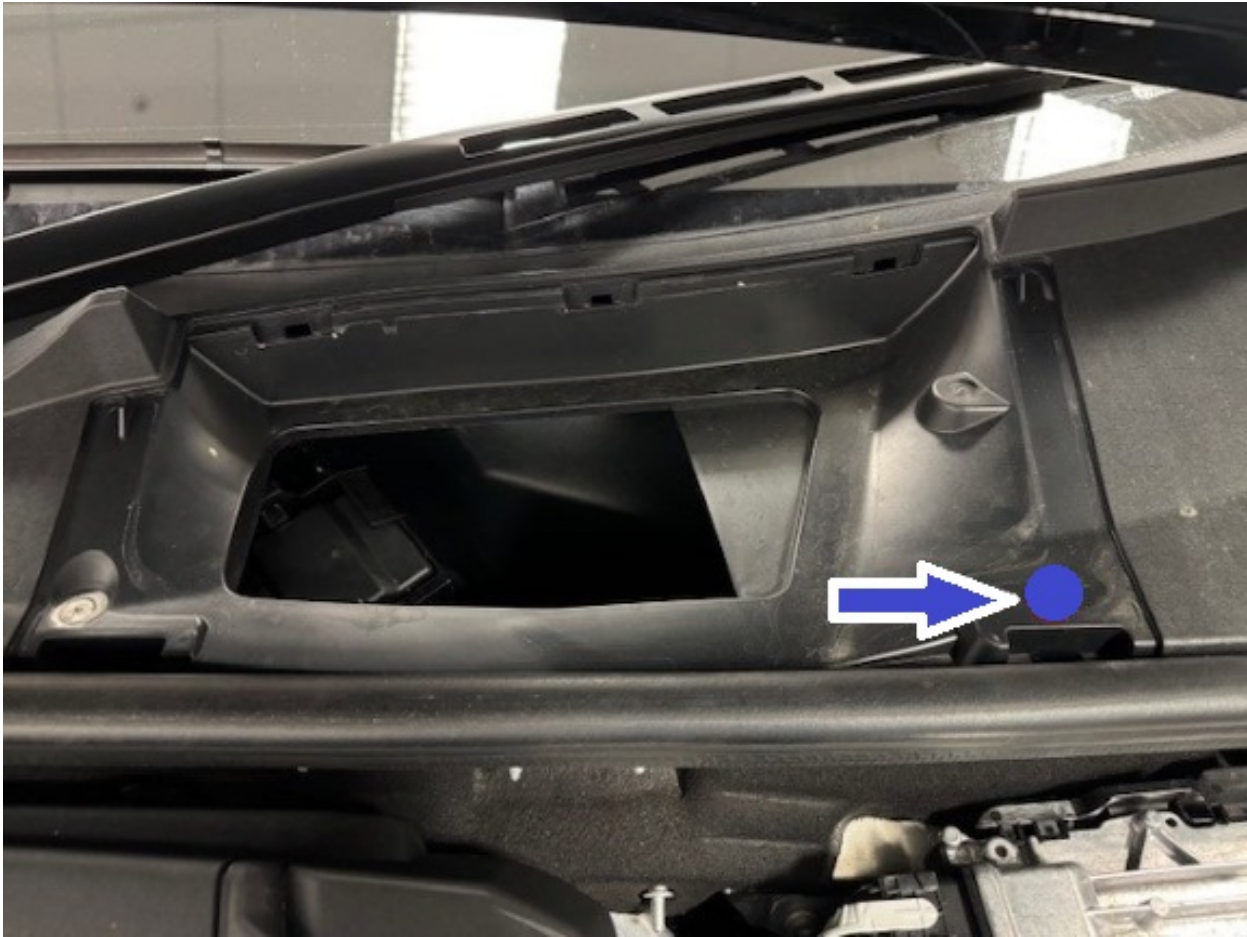
1. Navigate to 'SVM – Code Input' and enter the SVM Code.
2. Enter the SVM Code: "4V08CSW388".

3. On the next screen, ensure that the SVM code displayed is correct.
4. You will be shown the communication type. This MUST be set to “DoIP”.
 - a. If “DoIP” is not selected, select option 3 until the communication type is set to “DoIP”.
5. After ensuring DoIP is selected, and a suitable battery charger is connected, select Option 1 – “Yes”.
 - a. From here, all control modules will be interrogated and the SVM action will take place.
6. Ensure that the diagnostic device remains connected for the duration of the update.
7. Follow all on-screen prompts until the program ends.
8. If you encounter any errors during the update, please raise a full Technical DISS query.
 - a. Please raise a FULL TECHNICAL DISS query.
 - b. Customer Statement: “RD74 Support”
 - c. Workshop Findings: Give a summary of the error encountered and ensure that the latest Guided Fault Finding log is submitted online.
9. After successful completion of the update, perform the following.
 - a. Turn off the ignition.
 - b. Remove all equipment from the car (Diagnostic tester/dongle, battery charger, keys).
 - c. Close all doors, windows, bonnet and boot lid.
 - d. Lock the vehicle to perform a CAN-BUS sleep (wait 15 minutes).
10. After 15 minutes, unlock and open the driver’s door. Turn on the ignition, re-connect the battery charger and diagnostic dongle.
11. Re-run guided fault finding and clear DTCs. Check for any relevant TPIs. If any of the faults present are non-sporadic, please raise a full technical DISS query with a full GFF log uploaded online stating the error encountered..
- 12 .The software update may identify potential issues with the high-voltage (HV) battery. If such an issue is detected, it could require replacement of the entire battery or specific modules within it.
In these cases, a full technical DISS query must be raised in accordance with the procedure outlined in TPI 2080411/–.

Identification

Once the applicable action has been conducted, the operative must submit a warranty claim as this will show the campaign action as complete within Elsa Pro "Repair history".

You must also the open bonnet and remove the air grille add a blue paint mark as shown below.



▲ Repair instructions ▲ Notes