

Technical Service Bulletin

Topic	Bentayga Hybrid - Bentley Home Charging Unit - Not Functioning
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2057470/1
Level	EH
Status	Released for publishing
Release date	Apr 7, 2020

New customer code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> power supply -> high-voltage battery charging socket -> LED module for charging socket	functionality -> no function	

New workshop code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> power supply -> high-voltage charger control module	functionality -> no function	

Vehicle data

Bentayga Hybrid

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14F9	2019	E	SUV PHEV BY636PH330/V6 8AG	DCBE	SAT	RZQ
4V14F9	2019	E	SUV PHEV BY636PH330/V6 8AG	DCBE	UDT	RZQ
4V14F9	2020	E	SUV PHEV BY636PH330/V6 8AG	DCBE	SAT	RZQ
4V14F9	2020	E	SUV PHEV BY636PH330/V6 8AG	DCBE	UDT	RZQ

Documents

Document name
master.xml

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Condition

High voltage system - Bentley Home Charging Unit (Low version) does not function, the following indicator lights are illuminated in red.



Bentley Home Charging Unit is connected to an "un-earthed" power supply.

Technical Background

Certain mains power supplies use an "un-earthed" infrastructure, in these specific circumstances it is necessary to deactivate Protective Earth (PE) conductor monitoring on the Bentley Home Charging Unit.

Production Solution

Not applicable.

Service



Caution: Using the Bentley Home Charging Unit without PE conductor monitoring may result in short circuits, electric shock, explosions, fire or burns.

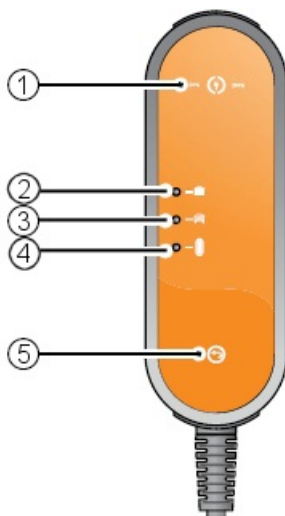
The Bentley Home Charging Unit (Low version) should preferably be operated with earthed mains power supplies. Only deactivate PE conductor monitoring when using "un-earthed" mains power supplies, e.g. isol -terre (IT) earthed systems.

Always activate PE conductor monitoring when using earthed mains power supplies.

If PE conductor monitoring has interrupted the charging process and the Bentley Home Charging Unit has the following status :-

- **ON/OFF Button LED (1)** - illuminated in red
- **Power supply/domestic connection indicator light (2)** - illuminated in red
- **Vehicle indicator light (3)** - illuminated in red

PE conductor monitoring should be deactivated.



Button (1) – ON/OFF button with indicator light.



Status LED (2) - Power supply/domestic connection indicator light.



Status LED (3) – Vehicle indicator light.



Status LED (4) – Bentley home charging unit indicator light.



Button (5) - Reset button with indicator light.

Deactivating Protective Earth Conductor Monitoring

Press and hold buttons (1) and (5) simultaneously, the status LED “**Bentley home charging unit indicator light**” (4) will flash white, after six flashes release the buttons for one second.

Press both buttons again, the status LED “**Bentley home charging unit indicator light**” (4) will flash white, after six flashes release the buttons. Deactivation will take place automatically after a brief interval. The “**ON/OFF Button LED**” (1) will pulse green and the two status LED’s “**Power supply/domestic connection indicator light**” (2) and “**Vehicle indicator light**” (3) will illuminate yellow.



Activating Protective Earth Conductor Monitoring

To activate PE conductor monitoring, press and hold buttons (1) and (5) simultaneously, the status LED “**Bentley home charging unit indicator light**” (4) will flash white, after six flashes release the buttons, the LED’s for “**Power supply/domestic connection indicator light**” (2) and “**Vehicle indicator light**” (3) will go out. The reset will occur automatically after a brief interval. The “**ON/OFF LED**” (1) will then pulse green.