

Technical product information

Topic	Bentayga Hybrid - AC charging timer does not function
Market area	United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2060117/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
electrical power, electric system, data transfer -> battery management -> charging high-voltage battery -> charging high-voltage battery at home charging station	functionality -> faulty	
electrical power, electric system, data transfer -> battery management -> charging high-voltage battery	functionality -> without function / defect	

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

Customer statement / workshop findings

The AC charging timer does not function.

The customer has difficulties with timed charging. Immediate charging works correctly, but when using timed charging there is a problem "waking up" the on board charger.

Technical background

Currently in the event of an issue that causes the vehicle not wake correctly to begin charging at the requested time, the system cannot inform the customer that there has been an issue.

Production change

Future generation vehicles will have a new Control Unit for the on board charger with its own timer function.

Measure

With a confirmed Customer complaint of "The AC charging timer does not function".

Check for a static event entry in the internal charger (address 00C6), if Diagnostic Trouble Codes (DTC's) are stored then these must be resolved.

Otherwise, no further action is necessary, raise an information only DISS referencing this TPI.