

# Technical product information

<b>Topic</b>	Battery conditioner inoperative
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2055772/3
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	22-Oct-2020

## New customer code

Object of complaint	Complaint type	Position
whole vehicle -> accessories -> battery charger	functionality -> without function / defect	

# Vehicle data

## New Continental GT

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*

## New Continental GTC

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*

## New Flying Spur

### Sales types

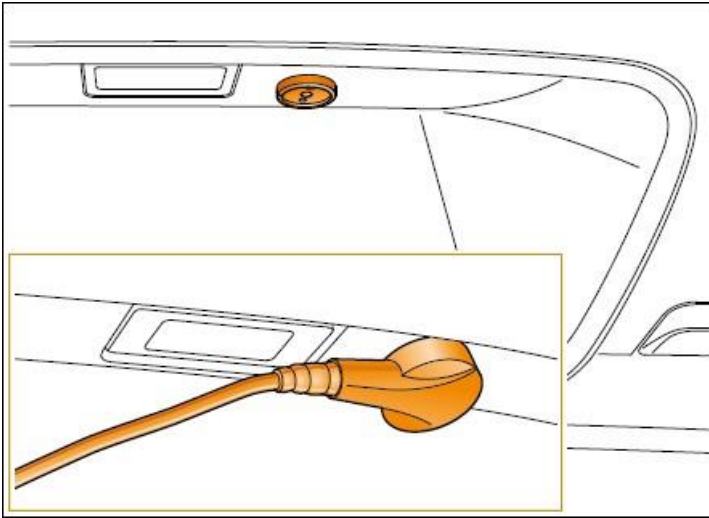
Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*

# Documents

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

## Customer statement / workshop findings

Battery conditioner inoperative.



### Technical background

Corrosion on the contact surfaces of the charger socket and charger lead.

If the charging socket or charger lead are wet when the charger is connected this can cause corrosion on the contacts.

### Production change

Not applicable.

### Measure

Check for corrosion on the contact surfaces of both the charger socket and charger lead.



If light corrosion is present, use Autosol metal polish or an equivalent metal polish to remove the corrosion from both the charger socket and the charger lead.

Should heavier corrosion be present, use a Green Scotch Brite pad to remove the corrosion.

Once the corrosion is removed retest for correct function of the battery conditioner.

To prevent future corrosion please read the customer the following statement:

*“In order to ensure a good connection between the car and battery conditioner, it is recommended that the exposed metal terminals of the bumper mounted external re-charge connector and battery conditioner plug are cleaned and dried using a dry non-abrasive cloth before each use. It is also recommended to regularly wipe the re-charge connector to prevent the build of contamination even if the battery conditioner is not used”.*

### Warranty accounting instructions

Warranty claim type	110 or 910
Labour operation code	27 06 29 00
Damage service number	27 06
Damage code	00 33
Time	10 TU
Criteria ID	01

## Parts information

Parts Number	Description	Quantity
Autosol or equivalent	Metal polish	1