

Technical product information

Topic	12 Volt - Battery condition checks
Market area	Bentley; worldwide (2WBE)
Brand	Bentley
Transaction No.	2051562/10
Level	EH
Status	Released for publishing
Release date	07-Nov-2022

New customer code

Object of complaint	Complaint type	Position
electrical power, electric system, data transfer -> battery management -> de-energise	functionality -> cannot be activated	
electrical power, electric system, data transfer -> battery management -> record history data	functionality -> without function / defect	
vehicle service -> service, maintenance	functionality	

Vehicle data

All Models - 12 Volt Battery condition checks

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2003	E		*	*	*
*	2004	E		*	*	*
*	2005	E		*	*	*
*	2006	E		*	*	*
*	2007	E		*	*	*
*	2008	E		*	*	*
*	2009	E		*	*	*
*	2010	E		*	*	*
*	2011	E		*	*	*
*	2012	E		*	*	*
*	2013	E		*	*	*
*	2014	E		*	*	*
*	2015	E		*	*	*
*	2016	E		*	*	*
*	2017	E		*	*	*
*	2018	E		*	*	*
*	2019	E		*	*	*
*	2020	E		*	*	*
*	2021	E		*	*	*
*	2022	E		*	*	*
*	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

12 Volt – Battery test instruction

Technical background

For all 12 volt battery issues relating to warranty or a parts warranty claim, a DISS query MUST be raised prior to battery replacement, refer to the instructions within the Measure section of this TPI

Production change

Not applicable

Measure

- 1) Check the battery for external damage - In the event the battery has external damage - Raise a technical DISS query (ensure clear photographs of the damage/issue are attached) and await feedback before conducting any further steps, however should no external damage be evident please continue with the remaining steps to completion
- 2) Confirm that Non-approved accessories are not fitted/connected to the vehicle
 - Confirm the vehicle is the same as it was when it left the production line
 - Confirm there are no leads/cables or chargers fitted/connected to the vehicle
 - Confirm if the customer connects an approved Bentley battery conditioner (when fitted to vehicle) as per Owners Handbook instruction
 - Carry out the Battery Warranty test process as per ElsaPro Rep.Gr27 – Battery → Battery - To test (VAS6161). If a Battery defect or bad cell is detected a specific warranty code will be displayed on the print out. The results must be attached to the open DISS query, failure to provide the battery test results will invalidate the potential warranty claim
 - If the message 'Perform charge acceptance test' is displayed then refer to Rep.Gr27 – Battery → Assessing battery test results → Orig. VW-Batt. Test (Warranty). Should VAS622011 (or equivalent) not charge the battery, firstly attempt to charge the battery using a trickle charger before ruling that the battery requires replacing. If the 'Perform charge acceptance test' fails and no quiescent drain or alternator failure is present, the battery replacement will not be covered under Warranty as the failure is caused by a maintenance error. Please advise the customer how to maintain a healthy battery

Consider the advised onward checks to help diagnose the potential battery failure issue

New Continental GT/C - Bentayga and New Flying Spur

- Referring To ElsaPro Rep.Gr27 - Carry out the Battery quiescent drain - Manual check
- Referring To ElsaPro Rep.Gr27 - Carry out the Battery quiescent drain – History data check
- Confirm the Alternator charge ratings are to specification - Refer to ElsaPro Rep.Gr 27

VERY IMPORTANT: In the event a battery is required to be replaced the Retailer MUST attach the battery history data from the Gateway control module – Diagnostic address 19 (Measured values 1-12) to a new or existing DISS query

All other remaining models

- Referring To ElsaPro Rep.Gr27 - Carry out the Battery quiescent drain - Manual check
- Confirm the Alternator charge ratings are to specification - Refer to Elsa pro Rep.Gr 27

Warranty accounting instructions

Should the battery have failed due to a system fault excessive/high quiescent drain, the battery can be claimed as an additional consequential part to a warranty claim, the system fault must also be detailed as well as confirmation of the actual system fault repair

Only Battery test results as follows will be considered for a warranty authorisation

- BATTERY DEFECT
- BAD CELL

Note: Failure to provide the battery test results will invalidate the potential warranty claim