

Technical product information

Topic	Bentayga Hybrid and New Flying Spur Hybrid - Home Charging Unit PIN code
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2059612/5
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

New customer code

Object of complaint	Complaint type	Position
electrical power, electric system, data transfer -> battery management -> charging high-voltage battery	functionality -> defective function sequence	
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	2020	E		*	*	*
4V14F9	2021	E		*	*	*
4V14F9	2022	E		*	*	*
4V14F9	2023	E		*	*	*
4V14F9	2024	E		*	*	*

New Flying Spur Hybrid

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG23GB	2022	E		*	*	*
ZG23GB	2023	E		*	*	*
ZG23GB	2024	E		*	*	*
ZG25GB	2023	E		*	*	*
ZG25GB	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Bentley Home Charging Unit – Unable to recollect Personal Identification Number (PIN).

Unable to charge High Voltage Battery with Bentley Home Charging Unit.

Technical background

The Bentley Home Charging Unit can be protected from unauthorised use by creating a four-digit PIN. If the PIN authorisation function is activated it has to be entered in the Home Charging Unit before it is used to charge the High Voltage Battery.

If a Customer forgets the assigned PIN it will not be possible to unlock the Bentley Home Charging Unit. Follow the steps within the “*Measure*” section to reset the PIN.



Note: - New Home Charging Units are supplied with PIN authorisation de-activated.

Production change

Not applicable.

Measure

If the Bentley Home Charging Unit PIN is forgotten the user manual suggests the Customer contact an authorised Bentley Retailer to enable PIN reset. Currently the PIN reset system is not available to Bentley Retailers, although a service solution is in progress.

Should a Customer request PIN reset, please advise that a Personal Unlock Key (PUK) is included within the letter originally supplied with the Bentley Home Charging Unit. If the Customer enters the PUK into the Bentley Home Charging Unit a new PIN may be set.



Note:- To enable the PUK input screen on the Bentley Home Charging Unit an incorrect PIN should be entered ten times.

If the original letter and PUK are not available, raise a DISS query, include the serial number of the Customers Bentley Home Charging Unit and request a PIN reset.



Note:- The Customer should be made aware that using a PIN is only necessary if protection from unauthorised use is required, new units are supplied with the PIN de-activated. The Bentley Home Charging Unit does not require a PIN entry to operate providing the protection feature has not been activated.