

Technical product information

Topic	12 Volt - Battery condition checks
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),Korea, (South) E08 Bentley South Korea (6E08),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.	2051562/12
Level	EH
Status	Approval
Release date	

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		*	*	*
*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

12 volt battery flat or unserviceable

Technical background

For all 12 volt battery issues relating to warranty or a parts warranty claim refer to the instructions within the Measure section

TPI revision history

TPI 2051562/12

- Notices added at the beginning of the Measure section relating to non-approved accessories and 12 volt socket accessories
- Product Support must second level all battery replacement requests to the Electrical Senior Engineer and await feedback before giving permission to replace the battery
- The retailer operative must confirm the **Stock vehicles - Maintenance checklist** has been followed (where applicable)
- *New Flying Spur Hybrid battery test information (12 volt) can be obtained by viewing the applicable ETKA page (Figure 1)*

Note: For the present time the battery must be tested from the battery top posts which requires trim removal

However

Going forward the battery can be tested from the under bonnet jump posts this will be communicated through via the normal channels

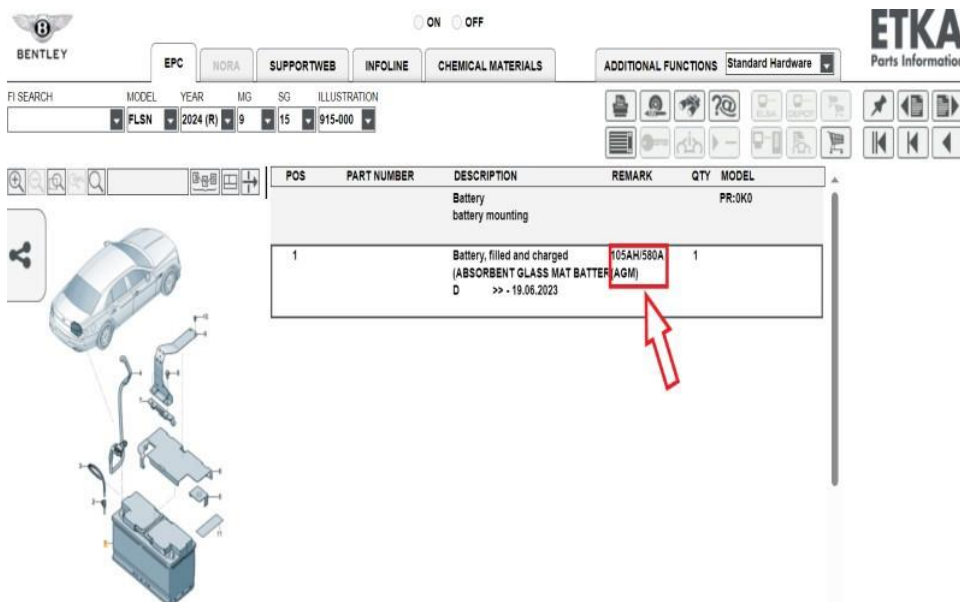


Figure 1

Production change

Not applicable

Measure

NOTICE

VERY IMPORTANT: Confirm there are no non-approved accessories fitted / connected to the vehicle

For Example: Ghost immobilisers

Or

12 volt socket accessories

Hint: Should non-approved accessories be fitted the operative must feedback via a new or existing DISS query

NOTICE

VERY IMPORTANT: Confirm the vehicle is exactly the same as it was when it left the production line

Hint: Should the vehicle not be exactly the same the operative must feedback via a new or existing DISS query

 NOTICE

VERY IMPORTANT: Confirm there are no leads / cables or chargers fitted / connected to the vehicle

Hint: Should leads / cables or chargers be fitted the operative must feedback via a new or existing DISS query

 NOTICE

VERY IMPORTANT: Confirm if the customer connects a Bentley approved battery conditioner as per Owners Handbook instruction (where applicable / fitted)

Hint: Should the customer not connect a Bentley approved battery conditioner the operative must feedback via a new or existing DISS query

12 Volt - Battery test instruction

1) Check the 12 volt 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)

NOTE TO PRODUCT SUPPORT: The DISS query MUST be second levelled to the Electrical Senior Engineer, await feedback before conducting any further checks

Or

Should no external damage be evident please continue with the remaining steps to completion

2) Carry out the battery **Warranty test** process as per ElsaPro Rep.Gr 27 - Battery → Battery - To test (VAS 6161). 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 warranty claim

- If the message 'Perform charge acceptance test' is displayed then refer to Rep.Gr 27 - Battery → Assessing battery test results → Orig. VW-Batt. Test (Warranty).

Should VAS 622 011 (or equivalent) not charge the battery, firstly attempt to charge the battery using a trickle charger before replacing the battery

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

Note: For New Flying Spur Hybrid vehicles - Please refer to the Technical background section and Figure 1 before conducting the following

- Referring to Elsa Pro Rep.Gr 27 - Carry out the Battery quiescent drain - Manual check
- Referring to Elsa Pro Rep.Gr 27 - Carry out the Battery quiescent drain - History data check



VERY IMPORTANT: Referring to the video located on the Bentley Hub referencing TPI 2051562/- The operative must follow the instructions within the video, the operative must save an online diagnostic log ensuring all of the required information is supplied

Note: Failure to provide all of the required information including battery test results will invalidate the warranty claim

- Confirm the Alternator charge ratings are to specification - Refer to ElsaPro Rep.Gr 27
- Attach a clear photo of the battery label (Figure 2) the photo must clearly show all information which is on the label



Figure 2

- The operative **MUST** confirm the **Stock vehicles - Maintenance checklist** - has been followed in particular the requirement to maintain the battery depending on the overall time the vehicle has been in storage



In the event a battery is required to be replaced under warranty the operative **MUST** raise a technical DISS query and request permission to replace the battery. Please ensure all required information is attached, failure to provide all of the required information including battery test results will invalidate the warranty claim

NOTE TO PRODUCT SUPPORT: The DISS query **MUST** be second levelled to the Electrical Senior Engineer to gain permission to replace the battery

All other remaining models

- Referring to Rep.Gr 27 - Carry out the Battery quiescent drain - Manual check
- Confirm the Alternator charge ratings are to specification - Refer to Elsa pro Rep.Gr 27
- Attach a clear photo of the battery label (Figure 2) the photo must clearly show all information which is on the label



In the event a battery is required to be replaced under warranty the operative **MUST** raise a technical DISS query to request permission to replace the battery. Please ensure all required information is attached, failure to provide all of the required information including battery test results will invalidate the warranty claim

NOTE TO PRODUCT SUPPORT: The DISS query **MUST** be second levelled to the Electrical Senior Engineer to gain permission to replace the battery

Warranty accounting instructions

Should the battery have failed due to a system fault / 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 and battery history data will invalidate the warranty claim