

Technical product information

Topic	Keyless entry system (KESY) function was found to be disabled when the vehicle was parked for a short duration of time
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2075562/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
access control, driving authorisation, antitheft protection -> vehicle locking/unlocking -> door unlocking -> door release mechanism with keyless access	functionality -> without function / defect	

Vehicle data

All Models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2018	E		*	*	*
*	2019	E		*	*	*
*	2020	E		*	*	*
*	2021	E		*	*	*
*	2022	E		*	*	*
*	2023	E		*	*	*
*	2024	E		*	*	*

Documents

Document name
master.xml

Keyless entry system (KESY) function was found to be disabled when the vehicle was parked for a short duration of time

Customer statement / workshop findings

Keyless entry system (KESY) function is disabled when the vehicle is parked for a short duration of time

Technical background

The reported symptom is due to the Battery management shut off stages being too early due to the battery size being incorrectly entered on replacement

Production change

Not applicable

Measure

1) Review the Measured Value Blocks (MVB's) as shown in Figure 1 (useable battery charge in Ah)

NOTICE
 For example Figure 1 has 105Ah battery with 6Ah available with 98% charge which is not correct, this is due to the battery size being incorrectly entered on replacement

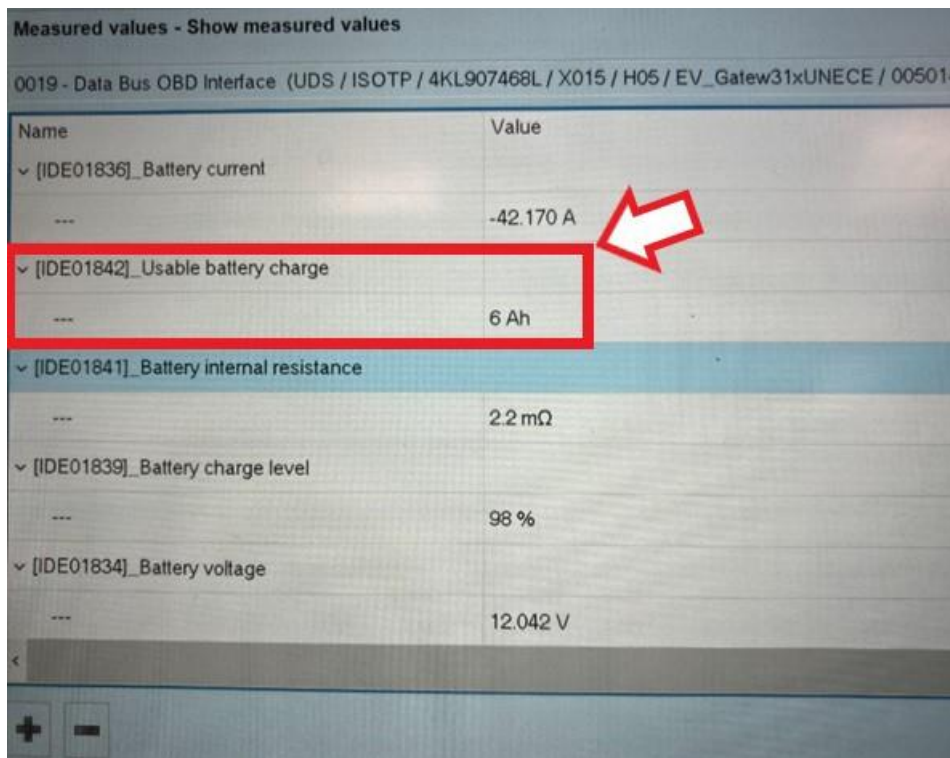


Figure 1

2) review the adapted battery size within History data block 4 position B. This value should equate to the batteries capacity in Ah (Figure 2)

Measured values - Show measured values

**Historical data 4 –
History of battery changes**

Display of history of battery replacement

CC	ZS	A	B	D	E	F	G	H	I	J	
Cycle counter	Date/time	Consec. battery number	Battery size	Battery technology	Battery manufacturer	Battery serial number	Total energy use [Ah]	Total energy throughput [Ah]	Duration of battery temp. threshold 1 [h]	Duration of battery temp. threshold 2 [h]	Duration of battery temp. threshold 3 [h]
000	2000-01-01-00:00	00	000	00	000	0000000000	00000	00000	000.0	000.0	000.0
000	2000-01-01-00:00	00	000	00	000	0000000000	00000	00000	000.0	000.0	000.0
000	2000-01-01-00:00	00	000	00	000	0000000000	00000	00000	000.0	000.0	000.0
000	2000-01-01-00:00	00	000	00	000	0000000000	00000	00000	000.0	000.0	000.0
000	2000-01-01-00:00	00	000	00	000	0000000000	00000	00000	000.0	000.0	000.0

Figure 2

The example shown in Figure 3 shows the Ah rating value which was entered, the incorrect value entered in this scenario was 12Ah which is incorrect

Service: DiagnServi_ReadDataByIdentMeasuValue (History Data 4)

Request parameters:	
Response parameters:	
Name	Value
/Param_DataRecor/Param_LifeC41	232*2023-01-24-16:17:00*12*01*VAO*00915105CF*09908*06653*003.2*000.0*000.0**
/Param_DataRecor/Param_LifeC42	013*2022-04-25-09:00:00*105*01*ICB*ICB2M350HQ*09905*00445*000.0*000.0*000.0**
/Param_DataRecor/Param_LifeC43	000*2000-01-01-00:00*00*000*00*000*0000000000*00000*00000*000.0*000.0*000.0**
/Param_DataRecor/Param_LifeC44	000*2000-01-01-00:00*00*000*00*000*0000000000*00000*00000*000.0*000.0*000.0**
/Param_DataRecor/Param_LifeC45	000*2000-01-01-00:00*00*000*00*000*0000000000*00000*00000*000.0*000.0*000.0**
/Param_MatchRecorDataIdent	04 93
/Param_RecorDataIdent	LifeCycleData 4
/Param_RecorDataIdent	no

Figure 3

NOTICE
 The Operative **MUST** always ensure the correct Ah rating has been entered, please refer to the Ah information which can be found on the battery information label (Figure 4)



The Ah shown in Figure 4 is an example (75Ah) the operative must ensure the correct Ah information is entered from the battery information label



Figure 4

CAUTION
 If the value is incorrect - For example the Ah rating of the battery is 75 Ah and the value of 12Ah has been entered the operative **MUST** ensure the correct Ah value is used when readapting the values

However

If the value entered at the time of replacing the battery was correct please continue with further diagnosis

Warranty accounting instructions

The labour time to conduct the instructions within this TPI are not covered by Factory warranty

However

Costs can be recovered from the Retailer that made initial error if required

A retailer has to warrant all work which they have conducted