

Technical Service Bulletin

Topic	12 volt - Battery condition checks - Battery replacement requirements
Market area	Bentley: worldwide (2WBE),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2051562/14
Level	EH
Status	Released for publishing
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New customer code

Object of complaint	Complaint type	Position
vehicle service -> inspection, maintenance	functionality	
power, vehicle electrical system, data transfer -> battery management -> record history data	functionality -> no function	
power, vehicle electrical system, data transfer -> battery management -> de-energized state	functionality -> cannot be activated	

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

Condition

12 volt battery flat or unserviceable

Technical Background

Hint: 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, going forward the battery will be able to be tested from the under bonnet jump posts, this will be communicated through via the normal channels when available

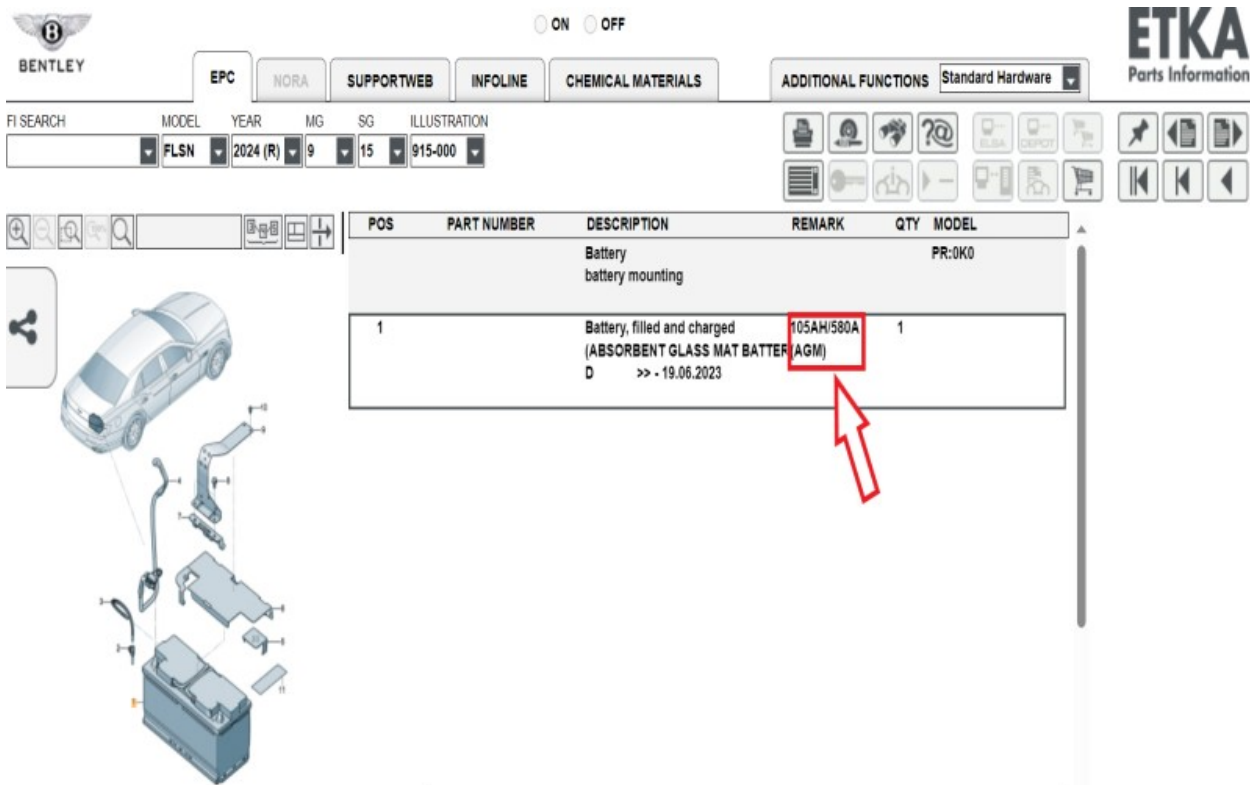


Figure 1

TPI revision history

TPI 2051562/13

History data check results should only be attached to a technical DISS query for Bentley Series - New Continental GT / C or New Flying Spur vehicles which are covered by manufacturer’s warranty, extended warranty or parts warranty. Should the vehicle not be covered by any form of warranty or the vehicle type is not as described there is no requirement to supply the battery history data check results

Note to Product Support

Only second level DISS queries for battery related issues on vehicles which are covered by manufacturer’s warranty, extended warranty or parts warranty

Production Solution

Not applicable

Service

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

Bentayga Series - New Continental GT / C and New Flying Spur

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

History data check results should only be attached to a technical DISS query for Bentayga Series - New Continental GT / C or New Flying Spur vehicles which are covered by manufacturer's warranty, extended warranty or parts warranty. Should the vehicle not be covered by any form of warranty or the vehicle type is not as described there is no requirement to supply the battery history data check results

Note to Product Support

Only second level DISS queries for battery related issues on vehicles which are covered by manufacturer's warranty, extended warranty or parts warranty

- 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 if the vehicle is covered by manufacturer's warranty, extended warranty and parts warranty

[All other 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



In the event a battery is required to be replaced under extended warranty or parts 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

However

Should the battery not be covered by extended or parts warranty please continue with diagnosis / battery replacement as required

Warranty

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