

## Technical product information

|                        |  |
|------------------------|--|
| <b>Topic</b>           | 12 volt - Battery condition checks - Battery replacement requirements          |
| <b>Market area</b>     | Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796) |
| <b>Brand</b>           | Bentley  |
| <b>Transaction No.</b> | 2081102/1  |
| <b>Level</b>           | EH   |
| <b>Status</b>          | Released for publishing  |
| <b>Release date</b>    | March 17 2026  |

### 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

### Continental GT/GTC

#### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| Z23* | 2025 | E     |             | *           | *            | *                |
| Z23* | 2026 | E     |             | *           | *            | *                |
| Z24* | 2025 | E     |             | *           | *            | *                |
| Z24* | 2026 | E     |             | *           | *            | *                |

### Flying Spur

#### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| Z32* | 2025 | E     |             | *           | *            | *                |
| Z32* | 2026 | E     |             | *           | *            | *                |

## Documents

|                      |
|----------------------|
| <b>Document name</b> |
|----------------------|

|            |
|------------|
| master.xml |
|------------|

 Connection offline

## Technical product information

Transaction No.: 2081102/1

12 volt - Battery condition checks - Battery replacement requirements

Release date: 13 Mar 2026

## Customer statement / workshop findings

12 V Lithium LiFePO<sub>4</sub> battery discharged or unserviceable.

## Technical background

### Note to Product Support

Only raise second level DISS inquiries concerning battery related issues on vehicles that are covered under the manufacturer's warranty, extended warranty, or applicable parts warranty.

## Production change

Not applicable

## Measure



### NOTICE

**VERY IMPORTANT: Confirm if any approved / non-approved accessories are fitted / connected to the vehicle.**

**For example, non-approved accessories:**

- Additional security devices, i.e. Ghost immobilisers, vehicle trackers.
- Radar detectors
- Third party dash cameras
- 12-volt socket accessories

**For example, approved accessories:**

- Bentley Drive vision camera



**Hint: Should any of these accessories be fitted the operative must specify this on a new or existing DISS query.**



**Confirm the date and time when the customer first experienced the battery discharge issue.**

## 12 Volt - Battery test instruction

1) Refer to ElsaPro, Repair Group 27 'Battery – To Charge' before proceeding with the following instructions.

2) If the concern involves a vehicle displayed in the showroom, verify that all steps outlined in TPI 2076695/- 'Showroom Charging Instructions' have been completed.

3) Carry out voltage checks with a Multimeter and evaluate the measurement outcomes to determine next steps.

**Requirements**

**Important**

- Battery temperature at least +10 °C.

Evaluate results of check.

| Open-circuit voltage in Volts | Assessment and procedure  |
|-------------------------------|---|
| 13.7 to 13.4                  | Charge level OK   |
| 13.4 to 13.25                 | Charge level reduced, re-charge battery   |
| 13.25 to 12.5                 | Battery discharged; re-charge battery   |
| < 12.4                        | <ul style="list-style-type: none"> <li>• Battery totally discharged; it may be possible to re-charge it</li> <li>• Close protective relay; re-charge battery</li> <li>• If protective relay does not close, renew battery.</li> </ul> |

4) 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)

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

History data check results should be attached to a technical DISS query for 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.



**To access battery history data. Navigate to Guided Functions, open Diagnostic Address 19, and select Battery History Data to access the information in ODIS-S.**

## **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**

- Provide full battery history data from the gateway.
- If a quiescent battery drain is suspected, carry out an overnight battery draw test using an oscilloscope and attach the recorded results to a Technical DISS query.



In cases where a battery replacement is required under warranty, the operative **MUST** raise a Technical DISS query and request authorisation before proceeding. Ensure all required information is included, as missing data may invalidate the warranty claim.

**Note to Product Support:** The DISS query **MUST** be second levelled to the Electrical TM to gain permission to replace the battery if the vehicle is covered by manufacturer's warranty, extended warranty and parts warranty.



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

## **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.

All battery claims must be supported by the relevant battery test codes.

Always refer to the battery testing procedure information in ElsaPro maintenance manuals.

The battery fitted to the vehicle is a deep cycle battery. Warranty will only be honoured on battery replacement when the irreparable deep discharge has been caused by an electrical fault on the vehicle or a manufacturing fault within the battery itself.



**Note:** Failure to provide the battery history data will invalidate the warranty claim.