

## Technical product information

<b>Topic</b>	Home Charging Unit PIN code - Bentayga Hybrid and Flying Spur Hybrid
<b>Market area</b>	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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2059612/7
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	March 27 2026

### 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		*	*	*
4V15F9	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
<a href="#">master.xml</a>

## 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.**

## Revision History

2059612/7 – Measure section updated to remove legacy PIN operation guidance.

## 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.

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.**

Where the original letter and PUK are unavailable, submit a full Technical DISS query. The submission must include the serial number of the customer’s Bentley Home Charging Unit and a request for a PIN reset.

## For Product support

Second level the DISS query to the High Voltage TM (Level 4) using Keyword 07.