

## Technical product information

|                        |                                                                                                                                  |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Topic</b>           | 12 volt - Battery condition checks - Battery replacement requirements                                                            |
| <b>Market area</b>     | Bentley: worldwide (2WBE),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796) |
| <b>Brand</b>           | Bentley                                                                                                                          |
| <b>Transaction No.</b> | 2051562/17                                                                                                                       |
| <b>Level</b>           | EH                                                                                                                               |
| <b>Status</b>          |                                                                                                                                  |
| <b>Release date</b>    | 16 Jul 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

### 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 |  | * | * | * |
| * | 2026 | E |  | * | * | * |
| * | 2027 | E |  | * | * | * |

# Documents

| Document name              |
|----------------------------|
| <a href="#">master.xml</a> |

## Customer statement / workshop findings

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.

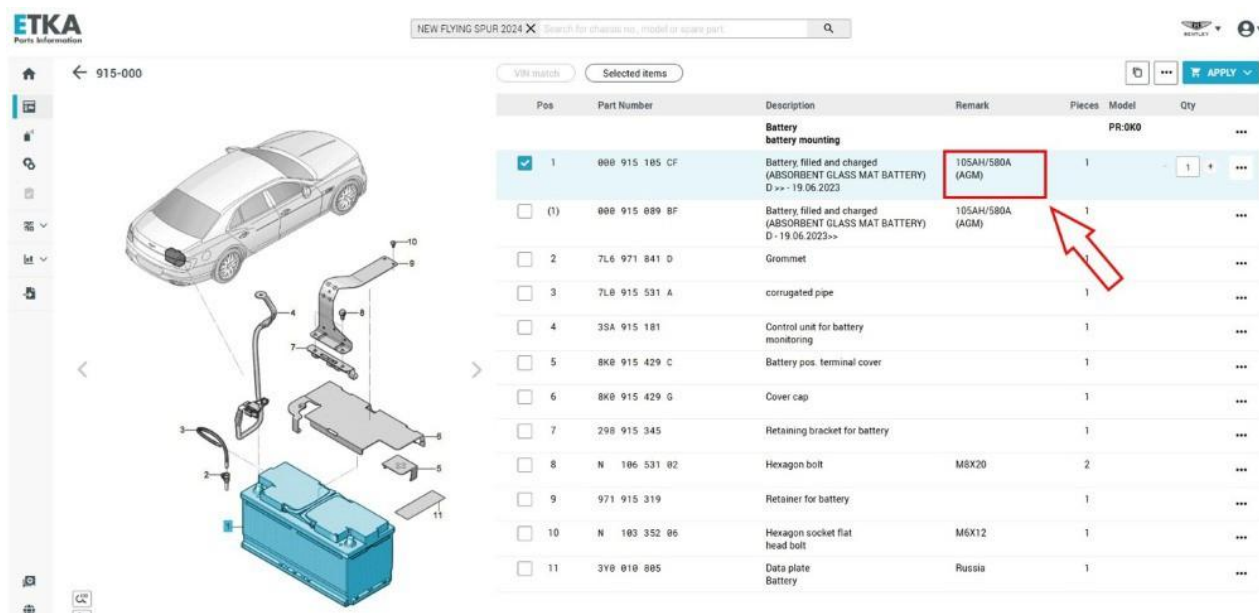


Figure 1

### 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

### TPI revision history

2051562/16 – List of non-approved accessories have been amended

## Production change

Not applicable

## Measure

### NOTICE

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

For Example:

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



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

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

### **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 - Continental GT / C and Flying Spur**

**Note:** For Flying Spur / Bentayga 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 - Continental GT / C or 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
- Provide full battery history data from the gateway.



**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 (*Not applicable to hybrid vehicles*)
- 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 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**