

Technical product information

Topic	12 Volt - Battery condition checks
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2051562/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
electrical power, electric system, data transfer -> battery management -> record history data	functionality -> without function / defect	
vehicle service -> service, maintenance	functionality	
electrical power, electric system, data transfer -> battery management -> de-energise	functionality -> cannot be activated	

Vehicle data

AllModels - 12 Volt Battery condition checks

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2012	E		*	*	*
*	2013	E		*	*	*
*	2014	E		*	*	*
*	2015	E		*	*	*
*	2016	E		*	*	*
*	2017	E		*	*	*
*	2018	E		*	*	*
*	2019	E		*	*	*
*	2020	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

12 Volt – Battery test instruction

Technical background

For all 12 volt battery issues relating to warranty or a parts warranty claim, a DISS query MUST be raised prior to battery replacement, refer to the instructions within the Measure section of this TPI

Production change

Not applicable

Measure

- Confirm that Non-approved accessories are not fitted/connected to the vehicle
- Confirm the vehicle is the same as it was when it left the production line
- Confirm there are no leads/cables or chargers fitted/connected to the vehicle
- Confirm if the customer connects an approved Bentley battery conditioner (when fitted to vehicle) as per Owners Handbook instruction
- Carry out the Battery **Warranty** test process as per Elsa pro Rep.Gr 27 - 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 potential warranty claim

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

New Continental GT and Bentayga only

- Referring To Elsa pro Rep.Gr27 - Carry out the Battery quiescent drain - Manual check
- Referring To Elsa pro Rep.Gr27 - Carry out the Battery quiescent drain – History data check
- Confirm the Alternator charge ratings are to specification - Refer to Elsa pro Rep.Gr 27

All other remaining models

- Referring To Elsa pro Rep.Gr27 - Carry out the Battery quiescent drain - Manual check
- Confirm the Alternator charge ratings are to specification - Refer to Elsa pro Rep.Gr 27

Warranty accounting instructions

Should the battery have failed due to a system fault excessive/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 will invalidate the potential warranty claim