

# Technical Service Bulletin

<b>Topic</b>	12 Volt - Battery condition checks
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2051562/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	May 17, 2019

## New customer code

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

## Documents

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

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## Condition

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 Solution

Not applicable

## Service

- 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 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 potential 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 ruling that the battery requires replacing. 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**

### New Continental GT and Bentayga only

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

### All other remaining models

- Referring To ElsaPro 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

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

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### 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