

Technical product information

Topic	Battery conditioner inoperative
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2055772/4
Level	EH
Status	Released for publishing
Release date	27-Aug-2021

New customer code

Object of complaint	Complaint type	Position
whole vehicle -> accessories -> battery charger	functionality -> without function / defect	

Vehicle data

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*

New Flying Spur

Sales types

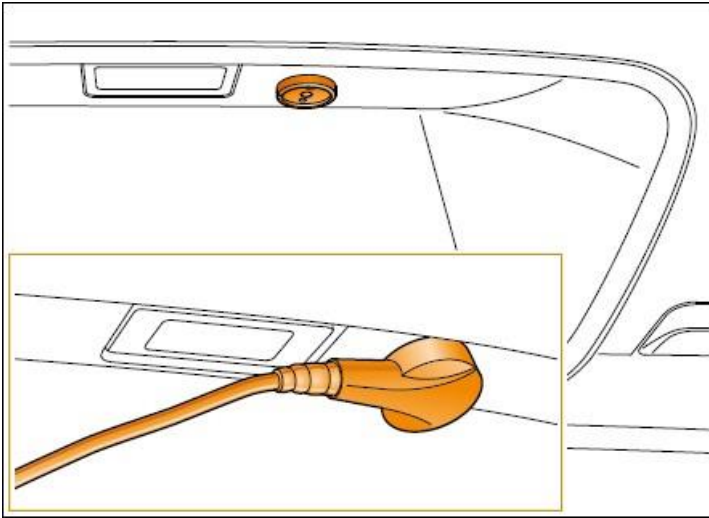
Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Battery conditioner inoperative.



Technical background

Corrosion on the contact surfaces of the charger socket and charger lead.

If the charging socket or charger lead are wet when the charger is connected this can cause corrosion on the contacts.

Production change

Not applicable.

Measure

Check for corrosion on the contact surfaces of both the charger socket and charger lead.



If light corrosion is present, use Autosol metal polish or an equivalent metal polish to remove the corrosion from both the charger socket and the charger lead.

Should heavier corrosion be present, use a Green Scotch Brite pad to remove the corrosion.

Once the corrosion is removed retest for correct function of the battery conditioner.

To prevent future corrosion please read the customer the following statement:

"In order to ensure a good connection between the car and battery conditioner, it is recommended that the exposed metal terminals of the bumper mounted external re-charge connector and battery conditioner plug are cleaned and dried using a dry non-abrasive cloth before each use. It is also recommended to regularly wipe the re-charge connector to prevent the build of contamination even if the battery conditioner is not used".

Warranty accounting instructions

Warranty claim type	110 or 910
Labour operation code	27 06 29 00
Damage service number	27 06
Damage code	00 33
Time	10 TU
Criteria ID	01

Parts information

Parts Number	Description	Quantity
Autosol or equivalent	Metal polish	1