

# Technical product information

<b>Topic</b>	Bentayga Hybrid - Distance covered when in electric mode is not as expected
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2061044/4
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## 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	
whole vehicle -> performance / fuel consumption -> range	dimensional accuracy -> too low	
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI) -> text message display -> text message: system fault in hybrid drive	functionality -> activates	

# Vehicle data

## Bentayga Hybrid

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14F9	2019	E		*	*	*
4V14F9	2020	E		*	*	*
4V14F9	2021	E		*	*	*
4V14F9	2022	E		*	*	*

# Documents

Document name
master.xml

## Customer statement / workshop findings

Customer reports the Hybrid E-range (Electric Driving Range) does not achieve the expected distance.

## Technical background

**!** VERY IMPORTANT: Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a High voltage system

Electric range can depend on multiple factors, e.g. driving style, road gradients, ambient temperature, use of heating / cooling functions, and the use of other electrical consumers on the vehicle

The tests within the Measure section should be carried out (Subject to a genuine customer complaint) to check/confirm that the vehicle is operating correctly and being used efficiently

By completing the checks within the Measure section, it should then be possible to determine that the vehicle is operating correctly and within specification

The customer's Home charging equipment should be used when conducting the Measure section checks

## Production change

Not applicable.

## Measure

1. Check the Intelligent accelerator pedal settings (Driver assist systems > Accelerator feedback) and take a photo (see Figure 1)  
TIP: Ensuring the visual and haptic assists are ticked/checked encourages efficient driving



Figure 1

2. Check the Driving statistics (EV Drive menu > Statistics) and take a photo (see Figure 2)

TIP: This shows the visual indication of the proportions used when driving on zero emission in relation to the use of the Combustion engine



Figure 2

3. Check the long-term memory driving statistics in the DIP and take a photo (see Figure 3)



Figure 3

4. Carry out a full diagnostic sweep and clear and resolve all DTC's if necessary

5. Check that the High Voltage charging system is operating correctly NOTE: The customer's Home charging equipment should be used during the testing of the charging system

VERY IMPORTANT: A check should be made that the Home charging current is set to maximum.

6. Referring to Figure 4 - Read the following measured values in the Gateway (address 0019) using ODIS: IDE09075: Calculation, basic average values

IDE09076: Calculated filtered remaining ranges internal

Measured value name	ID	Value
Calculation, basic average values	IDE09075	
Average consumption, BMS electrical	MAS08266	34.0
Range average consumption, combi	MAS08267	10.0 l/100 km
Range average consumption, electrical	MAS08268	27.0
Calculated average speed, electrical	MAS08269	31.0 km/h
medium forecast error performance z	MAS09165	0 W
Calculated power, component A/C	MAS08271	0 W
Calculated power, low voltage basic	MAS08272	690 W
Range average consumption CNG	MAS10152	6.0
Range average consumption LPG	MAS10153	10.0 l/100 km
Calculated filtered remaining ranges (int)	IDE09076	
Calculated and filtered remaining the	MAS08273	49 km
Calculated and filtered electrical remi	MAS08274	1 km
Calculated and filtered remaining ran	MAS10154	0 km
Calculated and filtered remaining ran	MAS10155	0 km
Average current load profile provided	MAS08275	42 A

Figure 4

7. Reference the highlighted values, the 'Range average consumption, electrical value' is the average electrical range is miles, and a figure above 24 miles is expected. NOTE: The Electric Range WLTP test figure is 39 km or 24.23 miles.

NOTE: The 'Average current load profile provided' is used to predict the available energy of the battery and can vary depending on driving styles.

### Warranty accounting instructions

Should the vehicle be found to be operating to specification, warranty claims must not be submitted