Technical product information

Topic	Bentayga & New Flying Spur Hybrid - Home Charging Unit - Restricted operation or charging not possible message displayed
Market area	Australia E04 Bentley rest Asia and Australia (6E04), China 796 VW Import Comp. Ltd (Vico), Beijing (6796), Germany E02 Bentley rest Europe (6E02), Japan E03 Bentley Japan (6E03), United Arab Emirates E06 Bentley Middle East and Africa (6E06), United Kingdom E01 Bentley UK (6E01), United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2070843/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
	functionality -> without function / defect	

New workshop code

Object of complaint	Complaint type	Position
	functionality -> without function / defect	

Vehicle data

Bentayga Hybrid

Sales types

ľ	Туре	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
	4V14F9	2019	Е		*	*	*
Γ.	4V14F9	2020	Е		*	*	*
Γ.	4V14F9	2021	Е		*	*	*
Γ.	4V14F9	2022	Е		*	*	*
[4V14F9	2023	Е		*	*	*

New Flying Spur Hybrid

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG23GB	2022	Е		*	*	*
ZG23GB	2023	Е		*	*	*

Documents



Technical product information

Bentayga & New Flying Spur Hybrid - Home Charging Unit - Restricted operation or charging not possible message displayed

Customer statement / workshop findings

High voltage system - Bentley home charging unit (High version) error message shown within the display screen

Transaction No.: 2070843/1

The error message can be as follows:

Restricted operation

Or

Charging not possible (Figure 1)



NOTICE

Hint: The unit is also illuminated 'red' when an issue is evident



Note: The symptoms described are only applicable to the 'High' version of the Bentley home charging unit



Figure 1

Technical background

In the event the symptoms described are evident, the operative should refer to the instructions within the Measure section of this TPI

Production change

Not applicable

Measure



WARNING

Hybrid vehicles use a High voltage system and MUST only be worked on by suitably qualified personnel



WARNING

Follow safety precautions! Refer to "Safety precautions when working on high-voltage system" Rep.Gr 00

- 1) Restart the Bentley home charging unit
- Referring to Figure 2 Press the power button for 10+ seconds

Hint: On completion the screen should be as shown

The screen should now display 'Connection established'

Hint: The unit should be illuminated 'white' (no issues evident)



Figure 2

In the event the screen/unit is as shown in Figure 2 - No further action is required



Further guidance regarding the Bentley home charging unit can also be found in the Bentley home charging unit user manual Figure 3 shows an example of the described symptoms and guidelines which must be followed

Hint: The Bentley home charging unit user guide shown in Figure 3 is for reference purposes only as the information within user manuals vary between model/model year and regional applicability

The user guide also should be referred to for any other unit operational issues in the first instance

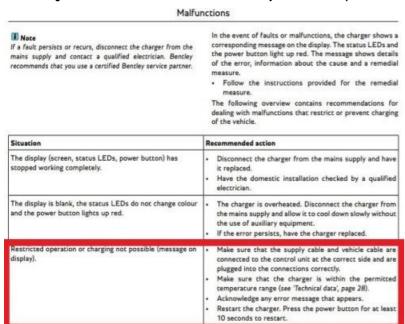


Figure 3



NOTICE

If the issue remains please continue with further diagnosis as shown below:



WARNING

Hybrid vehicles use a High voltage system and MUST only be worked on by suitably qualified personnel



WARNING

Follow safety precautions! Refer to "Safety precautions when working on high-voltage system" Rep.Gr 00

- Check the vehicle charging Infrastructure and charging capabilities
- Check the vehicle high voltage charging cables
- Check the vehicle's high voltage electrical system
- Check the vehicles control units for applicable DTC's
- Refer to Elsa pro to check for any VIN /symptom applicable TPI's



Should the symptom still be evident after conducting this TPI the operative must raise a technical DISS query and await feedback before conducting any further work

Warranty accounting instructions



Returned parts have resulted in 'No Fault Found' after the procedure within the Measure section was conducted

In the event a Bentley home charging unit is returned and found not to be at fault after conducting the reset procedure, the warranty claim will be cancelled