

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
electrical power, electric system, data transfer -> power supply -> charging socket for high-voltage battery -> LED module for charging socket	functionality -> without function / defect	

New workshop code

Object of complaint	Complaint type	Position
electrical power, electric system, data transfer -> power supply -> control unit for high-voltage charger	functionality -> without function / defect	

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		*	*	*
4V14F9	2023	E		*	*	*

New Flying Spur Hybrid

Sales types

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

Documents

Document name
master.xml

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

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

Malfunctions									
<p>Note If a fault persists or recurs, disconnect the charger from the mains supply and contact a qualified electrician. Bentley recommends that you use a certified Bentley service partner.</p>	<p>In the event of faults or malfunctions, the charger shows a corresponding message on the display. The status LEDs and the power button light up red. The message shows details of the error, information about the cause and a remedial measure.</p> <ul style="list-style-type: none"> • Follow the instructions provided for the remedial measure. <p>The following overview contains recommendations for dealing with malfunctions that restrict or prevent charging of the vehicle.</p>								
<table border="1"> <thead> <tr> <th>Situation</th> <th>Recommended action</th> </tr> </thead> <tbody> <tr> <td>The display (screen, status LEDs, power button) has stopped working completely.</td> <td> <ul style="list-style-type: none"> • Disconnect the charger from the mains supply and have it replaced. • Have the domestic installation checked by a qualified electrician. </td> </tr> <tr> <td>The display is blank, the status LEDs do not change colour and the power button lights up red.</td> <td> <ul style="list-style-type: none"> • The charger is overheated. Disconnect the charger from the mains supply and allow it to cool down slowly without the use of auxiliary equipment. • If the error persists, have the charger replaced. </td> </tr> <tr> <td>Restricted operation or charging not possible (message on display).</td> <td> <ul style="list-style-type: none"> • Make sure that the supply cable and vehicle cable are connected to the control unit at the correct side and are plugged into the connections correctly. • Make sure that the charger is within the permitted temperature range (see 'Technical data', page 28). • Acknowledge any error message that appears. • Restart the charger. Press the power button for at least 10 seconds to restart. </td> </tr> </tbody> </table>	Situation	Recommended action	The display (screen, status LEDs, power button) has stopped working completely.	<ul style="list-style-type: none"> • Disconnect the charger from the mains supply and have it replaced. • Have the domestic installation checked by a qualified electrician. 	The display is blank, the status LEDs do not change colour and the power button lights up red.	<ul style="list-style-type: none"> • The charger is overheated. Disconnect the charger from the mains supply and allow it to cool down slowly without the use of auxiliary equipment. • If the error persists, have the charger replaced. 	Restricted operation or charging not possible (message on display).	<ul style="list-style-type: none"> • Make sure that the supply cable and vehicle cable are connected to the control unit at the correct side and are plugged into the connections correctly. • Make sure that the charger is within the permitted temperature range (see 'Technical data', page 28). • Acknowledge any error message that appears. • Restart the charger. Press the power button for at least 10 seconds to restart. 	
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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