

Technical product information

Topic	Testing electrical circuits - Diagnosis guidelines - Training videos
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),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.	2071149/2
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
vehicle service -> service, maintenance -> repair execution	service: process -> with determination of concern	
electrical power, electric system, data transfer -> power supply	functionality	
electrical power, electric system, data transfer -> battery management	functionality	
electrical power, electric system, data transfer -> power supply	visual appeal / surface	

Vehicle data

New Continental GT/C - New Flying Spur and Bentayga

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		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Documents

Document name
master.xml



Customer statement / workshop findings

Workshop findings

Technical DISS queries with extended downtime can be caused by incorrect diagnosis and testing of the vehicles electrical circuits
 In a small number of isolated cases basic electrical faults were found to be overlooked

Technical background

The information within this TPI has been generated to make retailers aware of two specific videos (Figure 1)

Advanced Vehicle Electrics - Measurements of Circuits Video

- Voltage drop testing
- Voltage drop testing using the VAS 6356 scope

Advanced Vehicle Electrics - Actuators & Voltage Supply Diagnosis

- Terminal drag testing

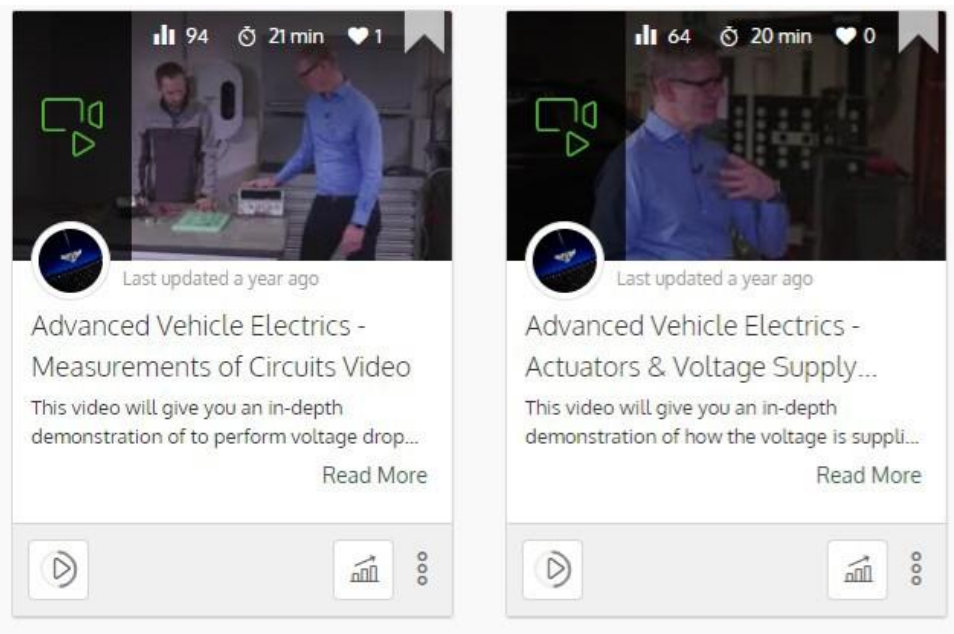


Figure 1

To view the videos the operative must navigate from the eAcademy Home page to the Digital learning Hub (instilled) as detailed below

- From the eAcademy homepage Select - Digital Learning Hub (Figure 2)



Figure 2

- Select - Growing Your Knowledge (Figure 3)

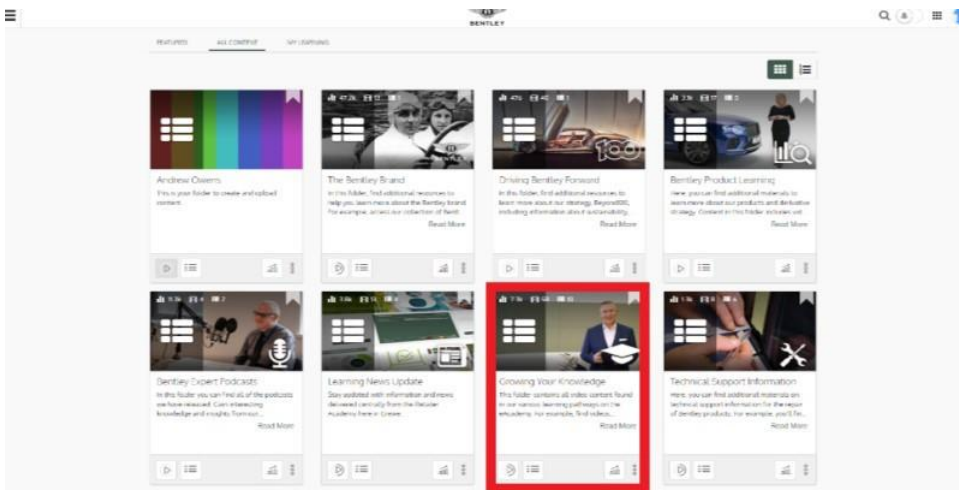


Figure 3

- Select - Technical Certifications (Figure 4)

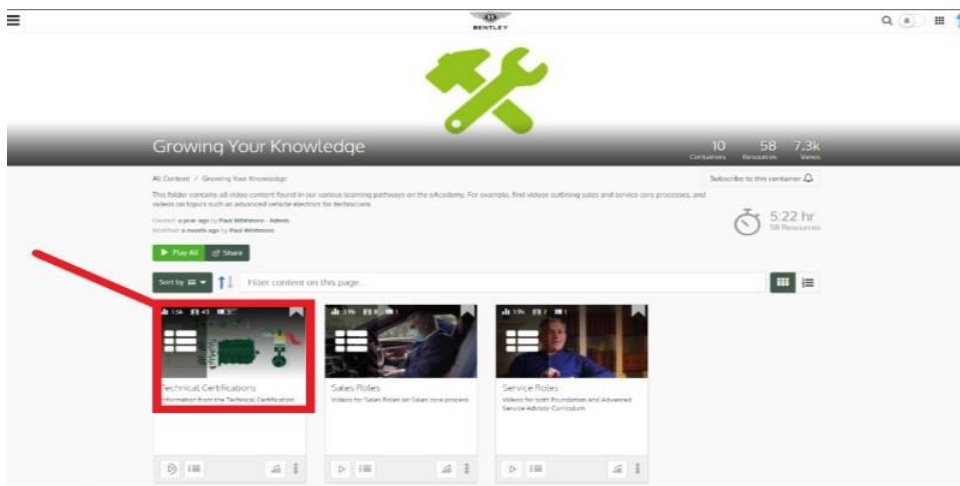


Figure 4

- Select - Advanced Vehicle Electrics (Figure 5)

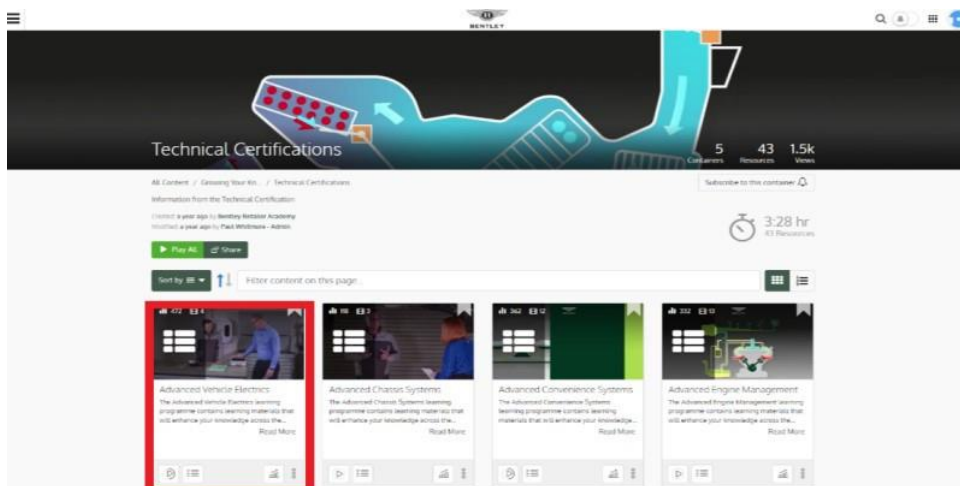


Figure 5

NOTICE
 It is recommended to watch the videos from start to finish, if this is not possible please refer to the instructions below which provide details of the actual timestamp in which the required information can be viewed

Advanced Vehicle Electrics - Measurements of Circuits Video

- Testing voltage drop - Advanced Vehicle Electrics - Measurements of Circuits Video the operative should watch the video from **t imestamp 16:00 onwards**
- Testing for voltage drop with the VAS 6356 scope - Advanced Vehicle Electrics - Actuators & Voltage Supply Diagnosis Video from **t imestamp15:46 to timestamp 18:00**

Advanced Vehicle Electrics - Actuators & Voltage Supply Diagnosis

- Terminal drag test - Watch the video from timestamp **18:00 through to timestamp 19:32**

Production change

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Measure

Refer to the Technical background section