

Technical product information

| | |
|------------------------|---|
| Topic | Charging starts and stops when using a high voltage charging unit - DTC P33E800 is evident within 00C6 |
| 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),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. | 2066502/3 |
| Level | EH |
| Status | Approval |
| Release date | |

Event memory entries

| Diagnostic address | Event memory entry | Fault type | Fault status |
|-------------------------------------|--|------------|--------------|
| 00C6 - High-voltage battery charger | P33E800: Charge socket A, charge connector lock mechanical malfunction | | static |

New customer code

| Object of complaint | Complaint type | Position |
|---|--|----------|
| electrical power, electric system, data transfer -> power supply | functionality | |
| electrical power, electric system, data transfer -> battery management -> charging high-voltage battery | functionality -> defective function sequence | |

Vehicle data

Bentayga Hybrid

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|--------|------|-------|-------------|-------------|--------------|------------------|
| 4V14F9 | 2020 | E | | * | * | * |
| 4V14F9 | 2021 | E | | * | * | * |
| 4V14F9 | 2022 | E | | * | * | * |
| 4V14F9 | 2023 | E | | * | * | * |

Documents

| Document name |
|---------------|
| master.xml |

Customer statement / workshop findings

Customer statement

- When using a high voltage charging unit to charge the high voltage battery, charging starts and is then interrupted/stops

Workshop findings

The following DTC is also evident:

- P33E800: Charge socket A, charge connector lock mechanical malfunction - passive/sporadic

Technical background

⚠ CAUTION

VERY IMPORTANT: This vehicle uses a High voltage system and MUST only be worked on by suitably qualified personnel

⚠ CAUTION

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

Referring to Figure 1 - Whilst charging the high voltage battery when using a high voltage charging unit (with the vehicle in an unlocked condition) the charge socket locking pin retracts. The unsupported weight of the cable results in the cable relaxing within the charge socket, the charging issue is then evident once the vehicle is locked, this is due to the locating pin being unable to lock into place resulting in the charging process being interrupted



Figure 1



In the event the issue is as described within the Customer statement/Workshop findings section, refer to the instructions within the Measure section of this TPI

TPI Revision history

2066502/2

2023 Model year added into the Header data

2066502/3

Software update added within the Measure section

New Flying Spur applicability removed from the header data as no longer applicable

Production change

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Measure

- Referring to Rep.Gr 93 - Carry out an Inspection and classification of the Hybrid battery unit AX1



VERY IMPORTANT: In the event that the classification result of the battery is 'Normal' the operative should conduct the remaining steps of this TPI from step 2

However

If the classification result of the battery is either 'Danger' or 'Warning' then move the car to the quarantine area and raise a DISS immediately, the operative MUST NOT continue with any other work unless instructed via the open DISS query

Software update to the High voltage battery charger 00C6

General information for the reprogramming:

- The closed-circuit voltage of the vehicle must be at least 12.5 V during the reprogramming. Connect the battery of the vehicle to an external power supply. For further information see the Maintenance manual.
- During the reprogramming switch off all unnecessary consumers (ventilation, seat heater, interior lights).
- Because of the highest transmission stability we recommend the use of the diagnosis interface VAS 6154 (WiFi diagnostic tool) only in the USB operation or the cable-connected VAS 5055 for the reprogramming (updating) of control units. If these units are not available, the diagnosis interface VAS 5054 (A) can also be used in USB mode

2) Select and run Guided fault finding

- Within the Special functions tab select *SVM – Code Input*
- Select Perform test (Figure 2)

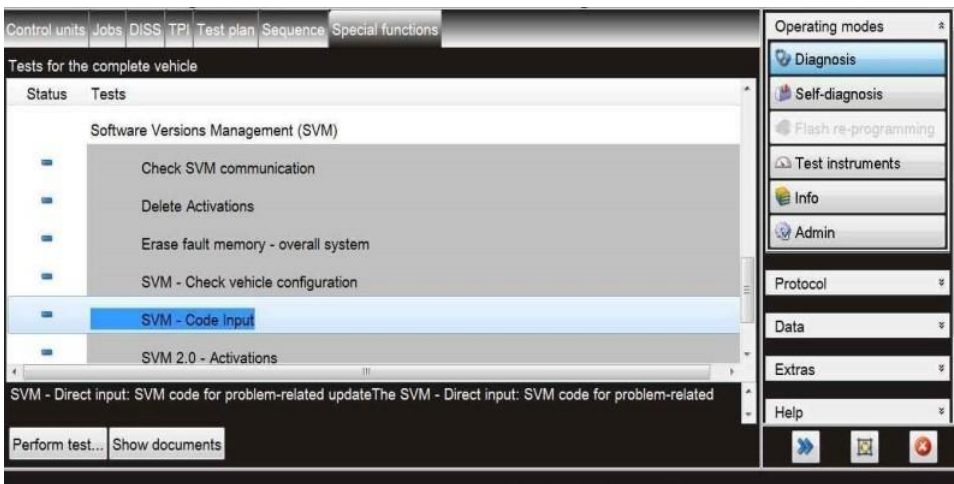


Figure 2

3) On the next screen enter the SVM code **4V00C6ZDC01** and select Adopt (Figure 3)

- Follow all on screen prompts

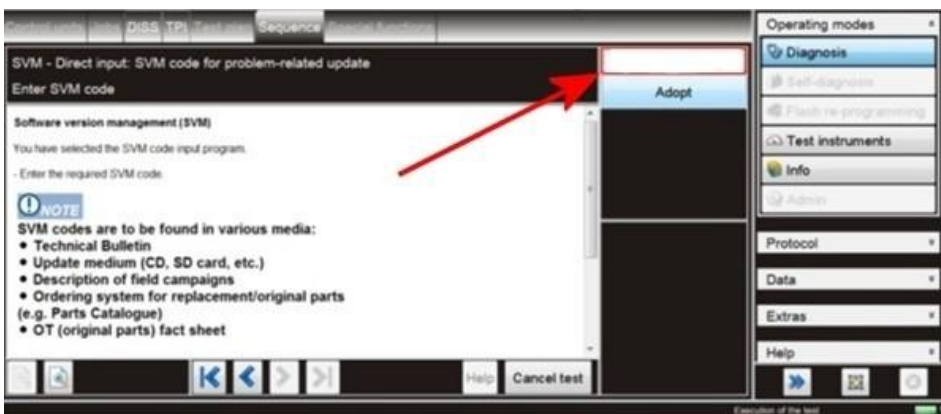


Figure 3

- All control modules will now be interrogated.
- 4) Once this is complete, a confirmation message will be evident confirming that the all actions have been completed successfully
- Select Done/Continue
 - Follow on screen prompts until program end
 - Clear all DTC's before conducting the remaining steps
- 5) On completion of steps 2 and 3, carry out the remaining instructions to completion:
- 6) After the update programming, gear selection will not be possible. To wake up the system a bus silence is required, carry out the following steps in the order stated below:

- Switch off the ignition
- Remove the diagnostic interface from the OBD port
- Switch off and remove the battery charger from the vehicle
- Close the bonnet and all doors then lock the vehicle
- Wait 5 minutes so that the vehicle goes into bus silence
- When 5 minutes has elapsed, unlock the vehicle and open the driver's door
- Switch on the ignition
- Confirm that the gear selection is now possible

7) On completion raise a non-technical DISS ensuring the following text is copied and pasted into the DISS query

!!!!TPI: 2066502/- conducted - charging starts and stops when using a high voltage charging unit!!!!

NOTICE

NOTICE: Once the software update has been conducted, the charging cable will remain locked until the unlock button (next to the charging socket) is pressed (Figure 4)



Figure 4



In the event that there is a new charging complaint with different DTC's logged, reference should also be made to other VIN applicable charging issue related TPI's where relevant

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 93 03

Damage code 00 55

Labour

Labour operation code 01 51 00 00

Time As per the ODIS log (Must not exceed 30 time units)