Technical product information

Topic	Bentayga Hybrid - Distance covered when in electric mode is not as expected
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.	2061044/5
Level	EH
Status	Approval
Release date	

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		*	*	*

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

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

WARNING

VERY IMPORTANT: Only suitably qualified personal should work on vehicles specified with a high voltage system

NOTICE

IMPORTANT NOTICE: Electric range can depend on multiple factors for example:

- Driving style
- Road gradients
- Ambient temperature
- Use of heating / cooling functions and other electrical consumers on the vehicle

To confirm the vehicle is operating correctly and being driven efficiently, the guidelines within the Measure section should be followed (Subject to a genuine customer complaint)

By following the guidelines within the Measure section (depending on vehicle type) it should then be possible to determine if the vehicle is operating within specification

Hint: The operative should gain feedback from the customer to understand if the vehicle is being driven in a particular way which could have a significant impact on the electric driving range

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 (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 (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

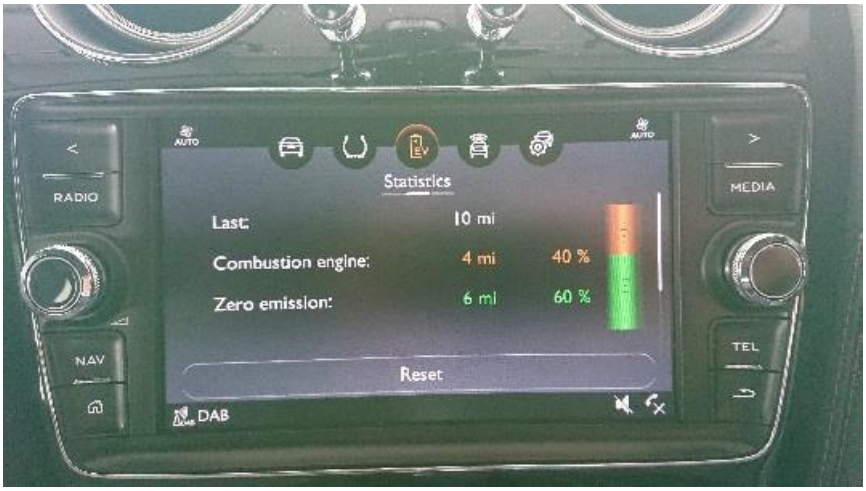

Figure 2

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

And

IDE09076: Calculated filtered remaining ranges internal

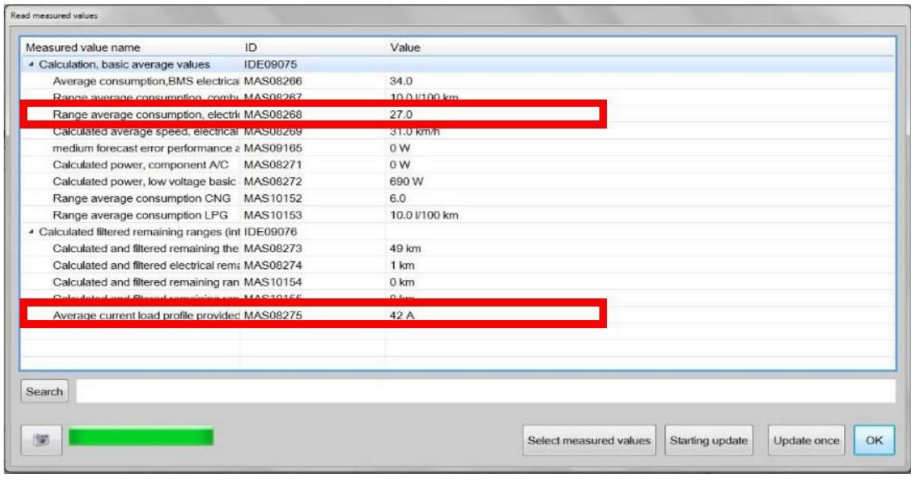

Figure 4

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 ‘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

Warranty type 110 or 910

Damage Service Number 93 01

Damage Code 00 55

Labour Operation Code 01 50 00 00

Time As per ODIS log (must not exceed 10 TU)